



**Environmental & Enhancement  
Group**

**PUBLIC INVOLVEMENT  
GUIDELINES  
&  
REQUIREMENTS**

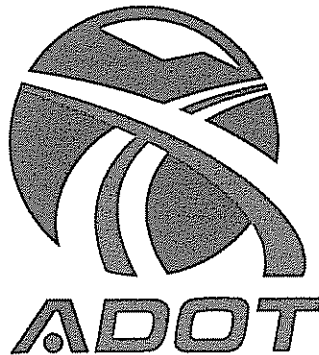


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# Arizona Department of Transportation



## Public Involvement Guidelines

June 30, 2004

**"During the past few years, effective interaction between transportation agencies and the public has become a significant factor in determining the parameters within which any highway project can be designed and constructed. Whereas a roadway proposal's viability once depended almost wholly on engineering and design criteria, the highway planning process today closely reflects a new set of values based on a combination of changing fiscal conditions and increasing environmental and social awareness.**

**Accordingly, highway and transportation agencies throughout the country have attempted to develop techniques and programs that are designed to both facilitate community outreach and effectively utilize community input."**

**Improving the Effectiveness of Public Meetings and Hearings  
National Highway Institute Publication #FHWA-H1-91-006**

# **ADOT Public Involvement Guidelines**

## **What is Public Involvement?**

Public involvement can include any level of participation by the public in helping to shape the outcome of a project. It includes processes to gather input from the public and using that input to make better decisions.

In the public sector, a comprehensive public involvement program includes a variety of techniques that can engage diverse audiences with varying levels of interest. It also involves a combination of community relations efforts, working with the media, as well as involving elected and appointed officials whose constituents are affected by a project.

In addition, there is a difference between public involvement and public information. Public information programs usually involve one-way communications and are designed to deliver a specific message to the public (i.e. wear seat belts, or don't drink and drive). Public involvement is a two-way communication process that solicits input that helps to shape final decisions. Public involvement often includes a public information component, but public support is enhanced through the public's participation in the review and development process.

## **Why Involve the Public?**

Beyond the many regulations that require government entities to involve the public in decisions that will affect them, a good public involvement program can help agencies avoid many time-consuming and costly problems.

When the public (anyone interested in the outcome of a decision) is involved in the process, many positive things can occur:

- Contention can be alleviated
- Participants develop an understanding of the issues and become participants in the actual process
- An informed public can lead to a supportive public
- Negative media coverage can be minimized, even turned positive
- The agency's credibility can be boosted
- Those with varying opinions can engage in a dialog exchange
- Litigation can be avoided

In some cases, unplanned public involvement lengthens a planning or construction process, but if it is incorporated into the development process at the start it can actually save time, because it tends to make the final product less controversial and easier to implement.

## **How Can the Public Be Involved in Technical Decisions?**

Although the public may not necessarily know the slope factors of road design or structural requirements for bridges, people can still benefit from a discussion of the underlying values that impact a decision.

While ADOT's goal is to provide roads and bridges at affordable costs, it must do so in a way that protects driver safety. There are now environmental regulations and requirements in place that impact design and construction, and the economic impacts of where a road is located. So ADOT must balance these different points and make difficult decisions. These policy and value choices are appropriate points for public discussion and input.

## **How Involved Should the Public Be?**

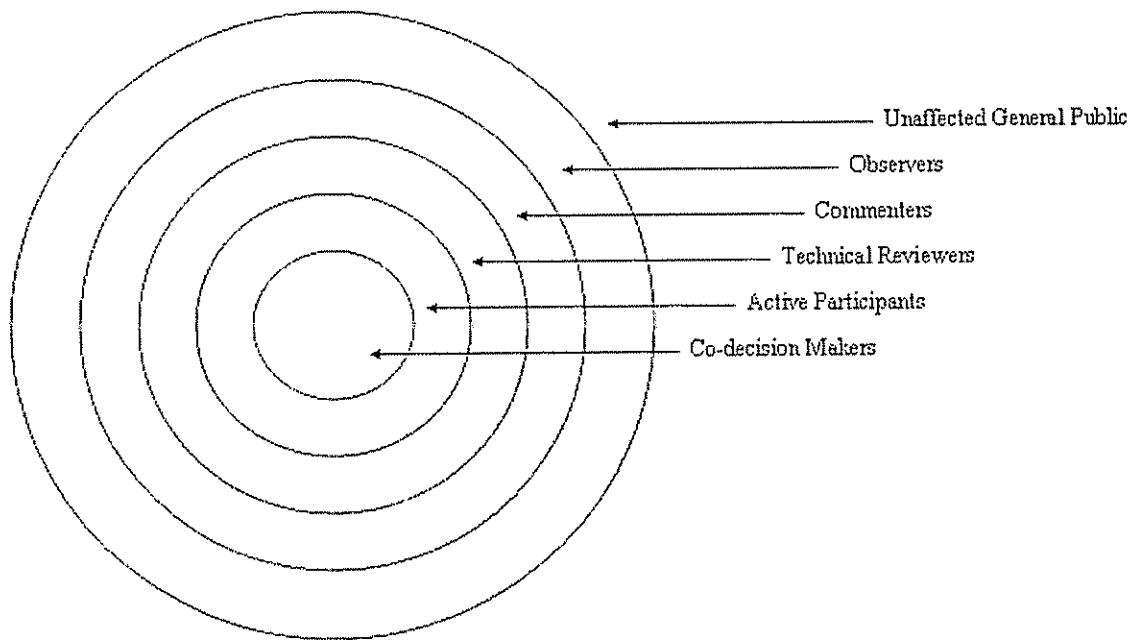
The level of public involvement will vary from project to project, depending on the level of controversy, public interest and project magnitude.

This document will provide a checklist of items to help project managers and public involvement specialists develop an appropriate public involvement plan that will meet the specific needs of individual projects.

A public involvement plan is typically used as a "roadmap" to guide the public involvement and information program for the project. The plan should be flexible and may require periodic adjustments to respond to specific needs and issues. Most plans typically have four overriding goals:

- (1) Inform the public about potential impacts and clarify issues;
- (2) Identify issues or concerns by obtaining public input;
- (3) Educate the public to create an understanding about the need for the project and why it is being done now; and
- (4) Provide the opportunity for meaningful public involvement in the planning and implementation

There are various interested and affected publics that will want to voice their opinions during a typical project. Some will be satisfied with receiving information, while others will want more involvement. The concentric circles below show the range of public interest and participation expected in a project. Those in the three outer circles will likely be satisfied to receive information and may provide limited feedback. ADOT can work to ensure that involvement opportunities are widely publicized so people can choose their level of participation. Those in the inner circles perceive a bigger stake in the outcome of the project and likely will be more involved throughout the process.



For example, on a highway improvement project, these categories could be comprised of the following groups:

- Unaffected general public – Readers of *The Arizona Republic* who see a brief article on the highway improvement.
- Observers – People who occasionally use the existing corridor, may see a road sign about the highway improvement or may read an article about it.
- Commenters – People who read about the project and check out the Web site or call the information line for more information. They may also attend a public meeting for additional information, and will make their opinions known.
- Technical Reviewers – Such as the planning staff from the council of governments, city public works staff, FHWA technical staff, local jurisdictions, etc.
- Active Participants - Neighborhood groups along the corridor, state, local and regional elected officials, industry and civic groups, environmental organizations, labor unions, and transit advocacy groups.
- Co-Decision Makers – ADOT Board, FHWA, USDA Forest Service, Bureau of Land Management, local tribes, National Parks, and any other entities with land jurisdiction, planning, funding or other involvement in the proposed project.

**Note:** For assistance in identifying key stakeholders ADOT District personnel are a valuable resource for input.

### **When Should Public Involvement Start?**

It is important to incorporate public participation at the beginning of the project to maximize its effectiveness. If you opt for a low level of involvement, the actual tasks may not take place until after major planning elements have been completed, but higher levels of involvement will require steps to be taken early on in the process and should be planned accordingly. Again, the timing will vary from project to project.

The best time to start thinking about public involvement is when the initial concept planning for a project starts. If stakeholder interviews conducted early in the process, the input can help determine the level of concern and uncover potential issues that can be addressed as the planning work unfolds.

### **Who Should Be the “Face” of ADOT on the Project?**

The public involvement process should be a combination of the project managers working with the project team and with the public involvement consultants. The consultants can field questions on a regular basis throughout the project; however, the project manager should represent ADOT in formal situations, such as public meetings. The public involvement specialists should provide training to project managers for these public appearances to ensure he or she is familiar with key message points. Project managers should also pursue training opportunities to prepare themselves for public appearances.

In formal situations, like public meetings, an ADOT facilitator, consultant or public involvement person should serve as moderator of the meeting. This person can refer questions to specific people for answers, and make sure the meeting is running in a timely, professional manner.

Along those lines, it is important that a single point of contact be appointed for each project to see that any questions submitted by a stakeholder, whether it be via a hotline, email, letter, etc., are answered in a timely manner. That point of contact might not have all the answers, but should be held responsible for finding the answer and making sure the stakeholder's questions are addressed.

## ***STEP ONE: CHOOSE THE LEVEL OF PUBLIC INVOLVEMENT***

There is no one best approach for public involvement. To be most effective, it should be based on the public's level of interest, the probable level of controversy, as well as staffing and financial resources of the department. A comprehensive plan is often a

combination of media outreach, community outreach and government relations, because all of these groups can dramatically impact the success of a transportation project. Answering these questions can help determine the appropriate level of involvement for the project:

- What is the issue/project at hand?
- Will the outcome of this project have an impact on a large number of people?
- Will the impact of this project be relatively great or minimal?
- Is there a high or low level of controversy surrounding this project?
- Who are the stakeholders? Will they want to have input?
- How will the stakeholder input affect the outcome of this project? Are there actual decisions that the public participation will help to make?
- Will the public be able to see where it may influence the decisions?
- Will this project be of interest to the media or to elected officials?

The answers to these questions should help in the selection of a level of involvement that is right for the project. Keep in mind that the higher the level of controversy and the greater the impact, the more important it is to include public participation early in the planning process. Whether the project is anticipated to be high or low controversy, the project manager should work together with the appropriate project team members and public involvement consultant (if ?) to devise a public involvement plan before the project begins.

### **Stakeholder Interviews – Taking the Pulse of a Community**

A common technique to help answer these questions and develop an appropriate level of public involvement is to conduct interviews with a selected group of key stakeholders. This helps to gauge the level of public concern and identify potential issues, and allows for development of a plan to meet that level of concern. At these one-on-one meetings, the interviewer typically provides basic project information, and then solicits input about possible issues of concern. Another objective should be to solicit additional outreach ideas from those interviewed.

Common questions for the stakeholder interviews include:

1. What do you (as a stakeholder) know about the general transportation situation or the problems that are trying to be addressed?
2. Are there some specific issues you hope ADOT will address as it moves through its planning/design/construction process?
3. Are there any community outreach or communications efforts that other groups have used in this area that have been particularly effective? If so, what did they do to get people informed and involved?



4. What outreach techniques should be used in this community to make sure everyone is aware of the project?
5. How do most people get their community information?
  - a. Read the local newspapers or listen to local radio stations?
  - b. Neighborhood associations or community meetings?
  - c. From elected officials?
  - d. From school or religious groups?
6. Are there local groups or entities that you feel should be included to ensure that people know about the project and feel comfortable making their ideas known?
7. How involved do you think people will want to be?
8. Who else should be involved to, to get additional information about the community of concern?

Usually about 10-15 interviews of key stakeholders will provide a good idea of what the level of concern is, what some of the main points of concern relate to, and the best ways to communicate information about the project. In addition, it will help determine who the potentially interested parties are. Invariably, one or two interesting ideas of how to get the word out, or who to work with to help build trust and credibility, will be identified through the interview process.

### **The Levels of Public Involvement**

The International Association for Public Participation (IAP2) has developed a good description of the “spectrum of public participation.”<sup>i</sup> A copy of the spectrum is on page 8. How these levels can be applied to ADOT projects is described below.

#### **1. Inform**

The most basic and least involved of the various levels of participation. Limited to one-way communications to the stakeholders, providing limited opportunities for formal feedback to ADOT.

Example: A good example of the need to inform the public would be a small monitoring well drilling project, where a drill rig will be in the street or easement for a short time period and would cause minimal delays for nearby property owners. A typical plan would be to mail out a fact sheet with the general project information and provide a phone number for people to call if they have any questions.

To improve the communication, visuals should be used whenever possible, rather than relying solely on text.

## **2. Consult**

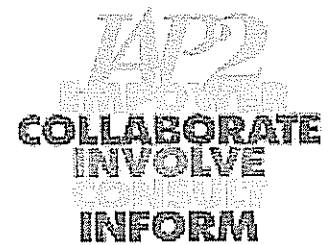
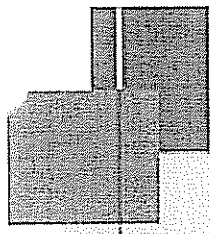
Gathers input from stakeholders, but makes no promise to use that input in the final decision and does not necessarily work directly with the public. Keeps public informed of progress, acknowledges concerns and demonstrates how public input influenced the final decision.

Example: The consulting level is often used during public scoping efforts for environmental assessments and environmental impact statements. Here a wide variety of public interests are asked to submit issues and concerns. These issues are compiled and sometimes all comments are posted, but they are combined into draft alternatives for additional review and comment.

## **3. Involve**

At this level, ADOT would work directly with the public throughout the planning and implementation of the project to ensure the public's issues and concerns are appropriately addressed as the project progresses.

Example: This is probably the most common level for ADOT projects. Many of the corridor enhancement projects function at this level, as well as siting new roads, freeway expansion projects, and many construction efforts. In these projects, there are public information elements such as fact sheets and project information lines, and public involvement elements such as open houses, Web sites and neighborhood briefings. Both are integrated into the life of the project and are used at various stages to collect input, re-affirm plans and project, and are used at various stages to collect input, re-affirm plans and achieve some level of project consensus.



## IAP2 Public Participation Spectrum

Developed by the International Association for Public Participation

*Increasing Level of Public Impact*

### Inform

**P2 Objective:**

To provide the public with balanced and objective information to assist them in understanding the problems, alternatives and/or solutions.

**Promise to the Public:**

We will keep you informed.

**Example Tools:**

- Fact sheets
- Web sites
- Open houses

### Consult

**P2 Objective:**

To obtain public feedback on analysis, alternatives and/or decisions.

**Promise to the Public:**

We will keep you informed, listen to and acknowledge concerns and provide feedback on how public input influenced the decision.

**Example Tools:**

- Public comment
- Focus groups
- Surveys
- Public meetings

### Involve

**P2 Objective:**

To work directly with the public throughout the process to ensure that public issues and concerns are consistently understood and considered.

**Promise to the Public:**

We will work with you to ensure that your concerns and issues are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.

**Example Tools:**

- Workshops
- Deliberative polling

### Collaborate

**P2 Objective:**

To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.

**Promise to the Public:**

We will look to you for direct advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.

**Example Tools:**

- Citizen Advisory Committees
- Consensus-building
- Participatory decision-making

### Empower

**P2 Objective:**

To place final decision-making in the hands of the public.

**Promise to the Public:**

We will implement what you decide.

**Example Tools:**

- Citizen Juries
- Ballots
- Delegated decisions

#### **4. Collaborate**

Asks the public for direct advice and help at each step of the project, including developing alternatives and formulating a recommendation for the final outcome

Example: A number of ADOT projects have used a formal citizen's advisory group to solicit input, support public outreach efforts, and provide very specific feedback on the design of a project.

#### **5. Empower**

Promises the public they will make the ultimate decision and that ADOT will implement the project based on the public's decision.

Example: An example of empowerment could be when a city holds a public election to fund a transportation enhancement, such as additional highway landscaping, installing rubberized asphalt, public art, enhanced public transit or additional road lanes.

Another example may occur in counties that hold elections to create or extend sales taxes to fund additional freeway construction or transit improvements.

## **STEP TWO: SELECT APPROPRIATE TECHNIQUES**

After determining how best to disseminate and gather information and feedback, select techniques that both meet the goal of the selected level of involvement and are acceptable to the stakeholders.

Following is a list of sample techniques that meet the goals of each level of involvement. Keep in mind, however, that projects can utilize techniques from multiple levels of involvement, where appropriate (for example: projects at the consult and involve levels would probably also utilize techniques listed under the inform level, such as newsletters or Web sites). Details on how to implement specific techniques can be found in the FHWA "Public Involvement Techniques for Transportation Decision-Makers."<sup>ii</sup> A listing of Public Involvement techniques and their applicability is provided by IAP2 in Appendix A.

### **Inform**

- Newsletters
- Web sites
- Direct mailers
- Media briefings
- Display ads in newspapers
- Local cable programming
- Community displays in public spaces
- Video techniques
- Information repositories
- Tours

### **Consult**

- Public meetings & comment opportunities
- Focus groups
- Surveys/Questionnaires
- Hotlines
- Open Houses (when a mechanism for public comment is made available)
- Study Circles: A small group process where participants meet several times to discuss critical issues using a structured process.
- Briefings: A presentation to an organized group to create awareness, impart information, answer questions and establish interest in participation.
- Speaker's Bureau
- Comment forms on Web sites
- Updates to inform of progress and how public may have influenced/be influencing the project.

### **Involve**

- Workshops: A public forum where participants work in small groups on pre-determined assignments

- Town Meetings
- World Café: A meeting featuring a series of simultaneous four-way conversations in response to predetermined questions. Participants change tables during the process and focus on identifying common ground in response to each question.

### **Collaborate**

- Citizen Advisory Committees: A group of individuals appointed to represent the various perspectives with a stake in the outcome of the project. Specifically created to provide advice to the decision-maker.
- Ad Hoc Task Forces: To address specific issues or parts of a project, an ad hoc group can be put together to focus in and assist with a more targeted solution.
- Charrette: An intense brainstorming process that brings together all the essential publics for a prolonged meeting or series of meetings in an attempt to generate a comprehensive list of ideas.
- Consensus Conference: A group of 10-15 randomly selected citizens gather to question experts on a policy issue, and then meet to develop recommendations.

### **Empower**

- Voting
- Referenda
- Authorized Citizen Panels: An advisory committee given the charge to make the final decision rather than advising the decision maker.

### **So What Works Best When?**

From the initial stakeholder interviews, you should have an idea of what communications and outreach techniques have worked well in the community or area before, as well as some ideas for what the community is looking for from ADOT in the way of information and/or participation.

With this information in hand, determine the level of public involvement to be achieved then match up the outreach mechanisms that apply. Other questions to help evaluate which techniques could be used include:

- ☐ Will this technique help reach the targeted stakeholder groups?
- ☐ Is there enough time and are there enough staff resources to implement this technique?
- ☐ Are there state or federal legal requirements that must be met – if so, does this technique help achieve those requirements?
- ☐ Is there in-house expertise to implement this technique or do is support needed?<sup>iii</sup>

## The Public Meeting Format – What is the Right Format to Use?

There are a variety of public meeting formats to use. Some common examples include:

- Formal presentation
- Open house
- Small group discussions
- Planning workshops
- Combination presentation and open house formats

All of the formats can be effective if the meeting objectives and level of public input required have been matched with the right format. The key is to think through the benefits (and challenges) of each format, and then judge what should work best for the project. The chart on the following page provides an outline to help weigh through the pros and cons.

Here are some general tips to improve the quality of public meetings:

- Make sure the facilities are big enough to host the planned forums. It is much better to have a room that is too big than one that is too small.
- Schedule a dress rehearsal for the internal team before the actual hearing, meeting or open house. Have people practice what they are going to say and how they will answer challenging questions. It is better to walk through difficult questions prior to the public event, and the dress rehearsal helps determine if you have all the right visuals or communications elements you need.
- Provide a variety of ways to provide feedback. Don't just limit the input to verbal questions and a comment form. Other ideas include:
  - Post flip charts around the room that pose different questions
  - Ask attendees to prioritize key issues with dots
  - Have the Web site up and running so people can email right at the meeting
  - Provide a stenographer(s) to take formal testimony
  - Conduct small group discussions that run simultaneously to the meeting
  - Supply various stations with different topics – i.e. noise, design, right-of-way, etc.
- Offer ways to participate that match people's level of interest or intensity. Invite those who are highly interested to tackle specific issues, while providing broader information and input options to people who have less time or lower levels of interest.
- Don't rely solely on the media to inform the stakeholders - use a variety of mechanisms to get the word out about the meeting. Develop an email list, use existing stakeholder communication mechanisms, and put flyers in nearby

libraries and commercial areas. Also consider zip code mailings, or door-to-door distribution.

- Look for additional training or assistance that may need to take place among ADOT staff and/or consultants to work more confidently and smoothly with the public.



## Selecting the Right Meeting Format

Meeting Format	Benefits	Challenges	Points to Consider	Keys to Success
Formal Presentation	<input type="checkbox"/> Everyone hears the same message at the same time <input type="checkbox"/> Less staff intensive <input type="checkbox"/> Less chance of people getting mis-information <input type="checkbox"/> Q&A can be recorded as a permanent record	<input type="checkbox"/> Opponents can grandstand & take over meeting <input type="checkbox"/> People who came for information may be intimidated to ask questions in front of a large group <input type="checkbox"/> Does not allow for much dialogue between participants	<input type="checkbox"/> How controversial is the project? <input type="checkbox"/> Is there a chance that a person or group will try to take over? <input type="checkbox"/> Is the objective to provide information or increase dialogue & input?	<input type="checkbox"/> Keep the presentation short <input type="checkbox"/> Use lots of visuals <input type="checkbox"/> Utilize a combination open house/presentation format <input type="checkbox"/> Conduct a dress rehearsal with staff to go over appropriate answers to questions <input type="checkbox"/> Make sure the key presenter is comfortable with group presentations
Open House	<input type="checkbox"/> Lets the public show up when they can rather than at a set time <input type="checkbox"/> Allows more informal dialogue <input type="checkbox"/> Makes it hard for opponents to overtake the entire meeting <input type="checkbox"/> Allows people to get questions answered more privately	<input type="checkbox"/> If staff is not well-rehearsed, people can get different answers from different people <input type="checkbox"/> Is labor-intensive to staff the various "stations"	<input type="checkbox"/> Are there topic areas that make for good stations? <input type="checkbox"/> Do you have enough trained staff to answer questions?	<input type="checkbox"/> A dress rehearsal is key so everyone is prepared <input type="checkbox"/> Provide multiple opportunities for input <input type="checkbox"/> Each staff person takes notes of conversations at the meeting (required for hearings per FHWA lawsuit)
Small Group Discussion or Workshops	<input type="checkbox"/> Allows for good exchange & dialogue <input type="checkbox"/> Can help prioritize issues & initiate good brainstorming <input type="checkbox"/> Participants tend to feel they have had better interaction	<input type="checkbox"/> Need enough rooms & facilitators to keep groups small <input type="checkbox"/> Better for collecting input than imparting information	<input type="checkbox"/> Do you have enough facilitators & space to make this work? <input type="checkbox"/> Is the group too large &/or diverse to make this difficult?	<input type="checkbox"/> Could do a general presentation for all, then break up into small groups for discussion <input type="checkbox"/> Make sure facilitators are trained to handle potentially hostile audiences

### ***STEP THREE: DEVELOP YOUR PLAN AND GET INTO ACTION***

A public involvement plan should have the following basic elements:

1. Project Need and Background
2. Community Concerns and Issues
  - a. This should outline who the key stakeholder groups are and the concerns that surfaced during the stakeholder interviews
3. Public Participation Objectives
  - a. Describe what level of participation you are trying to achieve, and what information you need to gather from them for a successful program
  - b. Include measurable goals/numbers to consider the public participation a success.
4. Public Participation Techniques to be used
  - a. This should include techniques for public information; public participation and feedback mechanisms to determine how well the other strategies are working.
5. Timeline of outreach elements
  - a. This should focus on major milestones of the project (i.e. Notice Of Intent, public scoping period, release of draft alternatives, etc.)

#### **Tips for Success:**

- Don't make the plan so rigid that outreach elements can't be added or deleted if the need arises. If concerns arise and there is a need to distribute a new fact sheet or hold a briefing on a focused area of contention, the plan needs to be flexible enough to accommodate those changes.
- Make sure there are a variety of mechanisms to collect public input and assess concerns. A comment form at a public meeting isn't enough, because everyone will not feel comfortable commenting this way, or they won't even be able to make the meeting. By using a variety of techniques, people can give the feedback the team is looking for in a manner that works for them.
- Rather than relying on people to come to the public involvement, get the word out and solicit input at the places where people already congregate. For example, the local public library, senior center, churches, tribal meetings or a community center can be one of the best resources for disseminating information and collecting public input. People often go to these places for information and assistance, and a simple display with a fact sheet and a comment card can reach many more people than a single open house or public meeting.
- Look for non-traditional meeting places to solicit public input, including shopping malls, sporting events, transit centers, universities and community colleges.

- It is also helpful to look for large public events such as fairs, outdoors festivals, community activities, which are being held during the planning period to determine if it would be effective to have a display booth at the event. There are people who may not participate in other efforts, but will appreciate the information and can provide feedback on the project in a neutral setting
- In the same vain, look for existing communication routes rather than creating new ones. This could include the local jurisdiction's outreach mechanisms (cable, water bill inserts, email networks) or civic groups, neighborhood associations and homeowner's groups. People are already used to receiving this information so are more likely to read it. It also gives the project a form of third-party endorsement when it is included in someone else's material.
- If there are conflicts between various interest groups, use techniques that encourage interaction. Often there are community groups that are at odds with each other, and the department is caught in-between. Using stakeholder workshops and ad hoc committees to focus on an issue can help to facilitate communication, which can improve the final determination for ADOT.

### **Using electronic outreach**

The level of Internet usage is very extensive, even in many rural parts of the state, and every project should have information posted on a Web site. Suggestions for effective electronic use:

- If the information is a subset of the main ADOT Web site, make it easy for people to find – give them specific information on the links in any fact sheet or handouts, or make sure the Web site has the project clearly listed in an obvious location.
- Collect email addresses at every opportunity. Add it to any comment form, and pass around a sign-up sheet at presentations and group briefings. (Note: Be aware that the sign-up sheet is optional – attendees are not required to sign in). The more addresses collected, the farther the information can be distributed.
- When an email update is distributed, encourage the recipients to send it onto 5-10 other people. The update should also list where to go for additional updates, and encourage people to sign up for further information on the Web.
- Ask for email addresses for key groups or organizations that might want information. They can then disseminate the information to their membership.
- Ask for input in a variety of ways. Don't just limit the input to "give us your comments or questions here." The Web is a great place to put visuals and graphic simulations, and then ask for viewers to describe their preferences. Other

methods are to provide surveys to input and ask for specific responses to alternatives.

## ***EVALUATION***

Evaluation is also an important part of any public involvement plan. This should not only be done at the end of a project, but after key milestones, such as public meetings. Some quantitative elements that should be tracked include:

- ☐ Number of people attending meetings
- ☐ Contacts through the Web site
- ☐ Number of comment forms submitted
- ☐ Number of comments from flip charts or small group discussions
- ☐ Number of brochures or fact sheets distributed at public events
- ☐ Circulation of newspapers where a display ad was published

There also are qualitative elements that the internal project team can help to assess. Answering some of these key questions can help judge the program's effectiveness:

- ☐ Were there ample opportunities for input?
- ☐ Were there different ways for people to input?
- ☐ Was there public feedback about the public involvement process? Did they express their opinions about how the process was working?
- ☐ Were the opportunities for public input scheduled within the planning portion of the project or were they just an add-on?
- ☐ Can the public see where it may have influenced the decisions?
- ☐ Was the final decision generally acceptable to the public?
- ☐ Was there feedback provided to the stakeholders?
- ☐ Do the decision makers believe public involvement process helped to make a better decision?

## ***SUMMARY***

Most transportation projects today must have some form of public involvement. Government regulations or laws either require it, or it is simply a matter of good public policy. A good public involvement program can be cost-efficient, timely, and can enhance the overall project design. A strong program can make even controversial projects more publicly acceptable, and enhance the credibility of the important state agency.

The primary keys to success are:

- Start the public involvement process early;
- Keep a flexible program that allows adjustments as issues arise;
- Emphasize fairness, so people feel that all views offered have been considered;

- Provide a variety of mechanisms to both communicate with and solicit input from a variety of people; and
- Try to make it tangible, so the public understands how their input affected the decision or outcome

## TECHNIQUE

## ALWAYS THINK OUT THE BOX

## WHY CAN COMMUNITY

## WHAT CAN COMMUNITY

## PRINTED PUBLIC INFORMATION MATERIALS

- Fact Sheets
- Newsletters
- Brochures
- Issue Papers

- **KISS! - Keep It Short and Simple**  
Make it visually interesting but avoid a slick sales look
- Include a postage-paid comment form to encourage two-way communication and to expand mailing list
- Be sure to explain public role and how public comments have affected project decisions. Q&A format works well

- Can reach large target audience
- Allows for technical and legal reviews
- Encourages written responses if comment form enclosed
- Facilitates documentation of public involvement process

- Only as good as the mailing list/distribution network
- Limited capability to communicate complicated concepts
- No guarantee materials will be read

## INFORMATION REPOSITORIES

Libraries, city halls, distribution centers, schools, and other public facilities make good locations for housing project-related information

- Make sure personnel at location know where materials are kept
- Keep list of repository items
- Track usage through a sign-in sheet
- Relevant information is accessible to the public without incurring the costs or complications of tracking multiple copies sent to different people
- Can set up visible distribution centers for project information

- Information repositories are often not well used by the public

## TECHNICAL REPORTS

Technical documents reporting research or policy findings

- Reports are often more credible if prepared by independent groups

- Provides for thorough explanation of project decisions

- Can be more detailed than desired by many participants
- May not be written in clear, accessible language

## ADVERTISEMENTS

Paid advertisements in newspapers and magazines

- Figure out the best days and best sections of the paper to reach intended audience
- Avoid rarely read notice sections

- Potentially reaches broad public

- Expensive, especially in urban areas
- Allows for relatively limited amount of information

## NEWSPAPER INSERTS

A "fact sheet" within the local newspaper

- Design needs to get noticed in the pile of inserts
- Try on a day that has few other inserts

- Provides community-wide distribution of information
- Presented in the context of local paper, insert is more likely to be read and taken seriously
- Provides opportunity to include public comment form

- Expensive, especially in urban areas

## FEATURE STORIES

Focused stories on general project-related issues

- ◆ Anticipate visuals or schedule interesting events to help sell the story
- ◆ Recognize that reporters are always looking for an angle

- ◆ Can heighten the perceived importance of the project
- ◆ More likely to be read and taken seriously by the public

- ◆ No control over what information is presented or how

## BILL STUFFER

Information flyer included with monthly utility bill

- ◆ Design bill stuffers to be eye-catching to encourage readership

- ◆ Widespread distribution within service area
- ◆ Economical use of existing mailings

- ◆ Limited information can be conveyed
- ◆ Message may get confused as from the mailing entity

## PRESS RELEASES

- ◆ Fax or e-mail press releases or media kits
- ◆ Foster a relationship of editorial board and reporters

- ◆ Informs the media of project milestones
- ◆ Press release language is often used directly in articles
- ◆ Opportunity for technical and legal reviews

- ◆ Low media response rate
- ◆ Frequent poor placement of press release within newspapers

## NEWS CONFERENCES

- ◆ Make sure all speakers are trained in media relations

- ◆ Opportunity to reach all media in one setting

- ◆ Limited to news-worthy events

## TELEVISION

Television programming to present information and elicit audience response

- ◆ Cable options are expanding and can be inexpensive
- ◆ Check out expanding video options on the internet

- ◆ Can be used in multiple geographic areas
- ◆ Many people will take the time to watch rather than read

- ◆ High expense
- ◆ Difficult to gauge impact on audience

## INFORMATION CENTERS and FIELD OFFICES

Offices established with prescribed hours to distribute information and respond to inquiries

- ◆ Provide adequate staff to accommodate group tours
- ◆ Use brochures and videotapes to advertise and reach broader audience
- ◆ Consider providing internet access station
- ◆ Select an accessible and frequented location

- ◆ Provides opportunity for positive media coverage at groundbreaking and other significant events
- ◆ Excellent opportunity to educate school children
- ◆ Places information dissemination in a positive educational setting
- ◆ Information is easily accessible to the public
- ◆ Provides an opportunity for more responsive ongoing communications focused on specific public involvement activities

- ◆ Relatively expensive, especially for project-specific use
- ◆ Access is limited to those in vicinity of the center unless facility is mobile

## EXPERT PANELS

Public meeting designed in "Meet the Press" format. Media panel interviews experts from different perspectives.

- Provide opportunity for participation by general public following panel
- Have a neutral moderator
- Agree on ground rules in advance
- Possibly encourage local organizations to sponsor rather than challenge
- Encourages education of the media
- Presents opportunity for balanced discussion of key issues
- Provides opportunity to dispel scientific misinformation
- Requires substantial preparation and organization
- May enhance public concerns by increasing visibility of issues

## BRIEFINGS

Use regular meetings of social and civic clubs and organizations to provide an opportunity to inform and educate. Normally these groups need speakers. Examples of target audiences: Rotary Club, Lions Clubs, Elks Clubs, Kiwanis, League of Women Voters. Also a good technique for elected officials.

- Control of information/ presentation
- Opportunity to reach a wide variety of individuals who may not have been attracted to another format
- Opportunity to expand mailing list
- Similar presentations can be used for different groups
- Builds community good will

- Project stakeholders may not be in target audiences
- Topic may be too technical to capture interest of audience

## CENTRAL INFORMATION CONTACT

Identify designated contacts for the public and media

- If possible, list a person not a position
- Best if contact person is local
- Anticipate how phones will be answered
- Make sure message is kept up to date

- People don't get "the run around" when they call
- Controls information flow
- Conveys image of "accessibility"

- Designated contact must be committed to and prepared for prompt and accurate responses
- May filter public message from technical staff and decision makers
- May not serve to answer many of the toughest questions

## CENTRAL INFORMATION CONTACT

Providing access to technical expertise to individuals and organizations

- The technical resource must be perceived as credible by the audience

- Builds credibility and helps address public concerns about equity
- Can be effective conflict resolution technique where facts are debated

- Limited opportunities exist for providing technical assistance
- Technical experts may counter project information



# Techniques to compile input and provide feedback

TECHNIQUE	ADVANTAGES (THINKING DEEPER/TOUGH)	WHAT CAN GO RIGHT?	WHAT CAN GO WRONG?
<b>INFORMATION HOT LINE</b>			
Identify a separate line for public access to prerecorded project information or to reach project team members who can answer questions/ obtain input	<ul style="list-style-type: none"> <li>Make sure contact has sufficient knowledge to answer most project-related questions</li> <li>If possible, list a person not a position</li> <li>Best if contact person is local</li> </ul>	<ul style="list-style-type: none"> <li>People don't get "the run around" when they call</li> <li>Controls information flow</li> <li>Conveys image of "accessibility"</li> <li>Easy to provide updates on project activities</li> </ul>	<ul style="list-style-type: none"> <li>Designated contact must be committed to and prepared for prompt and accurate responses</li> </ul>
<b>INTERVIEWS</b>			
One-to-one meetings with stakeholders to gain information for developing or refining public involvement and consensus building programs	<ul style="list-style-type: none"> <li>Where feasible, interviews should be conducted in-person, particularly when considering candidates for citizens committees</li> </ul>	<ul style="list-style-type: none"> <li>Provides opportunity for in-depth information exchange in non-threatening forum</li> <li>Provides opportunity to obtain feedback from all stakeholders</li> <li>Can be used to evaluate potential citizen committee members</li> </ul>	<ul style="list-style-type: none"> <li>Scheduling multiple interviews can be time consuming</li> </ul>
<b>IN-PERSON SURVEYS</b>			
One-on-one "focus groups" with standardized questionnaire or methodology such as "stated preference"	<ul style="list-style-type: none"> <li>Make sure use of result is clear before technique is designed</li> </ul>	<ul style="list-style-type: none"> <li>Provides traceable data</li> <li>Reaches broad, representative public</li> </ul>	<ul style="list-style-type: none"> <li>Expensive</li> </ul>
<b>RESPONSE SHEETS</b>			
Mail-In-forms often included in fact sheets and other project mailings to gain information on public concerns and preferences	<ul style="list-style-type: none"> <li>Use prepaid postage</li> <li>Include a section to add name to the mailing list</li> <li>Document results as part of public involvement record</li> </ul>	<ul style="list-style-type: none"> <li>Provides input from those who would be unlikely to attend meetings</li> <li>Provides a mechanism for expanding mailing list</li> </ul>	<ul style="list-style-type: none"> <li>Does not generate statistically valid results</li> <li>Only as good as the mailing list</li> <li>Results can be easily skewed</li> </ul>
<b>MAILED SURVEYS &amp; QUESTIONNAIRES</b>			
Inquiries mailed randomly to sample population to gain specific information for statistical validation	<ul style="list-style-type: none"> <li>Make sure you need statistically valid results before making investment</li> <li>Survey/questionnaire should be professionally developed and administered to avoid bias</li> <li>Most suitable for general attitudinal surveys</li> </ul>	<ul style="list-style-type: none"> <li>Provides input from individuals who would be unlikely to attend meetings</li> <li>Provides input from cross-section of public not just activists</li> <li>Statistically tested results are more persuasive with political bodies and the general public</li> </ul>	<ul style="list-style-type: none"> <li>Response rate is generally low</li> <li>For statistically valid results, can be labor intensive and expensive</li> <li>Level of detail may be limited</li> </ul>

## TELEPHONE SURVEYS/POLLS

Random sampling of population by telephone to gain specific information for statistical validation

- Make sure you need statistically valid results before making investment
- Survey/Questionnaire should be professionally developed and administered to avoid bias
- Most suitable for general attitudinal surveys

- Provides input from individuals who would be unlikely to attend meetings
- Provides input from cross-section of public, not just those on mailing list
- Higher response rate than with mail-in surveys

- More expensive and labor intensive than mailed surveys

## INTERNET SURVEYS/POLLS

Web-based response polls

- Be precise in how you set up site, chat rooms or discussion places can generate more input than you can look at

- Provides input from individuals who would be unlikely to attend meetings
- Provides input from cross-section of public, not just those on mailing list
- Higher response rate than other communication forms

- Generally not statistically valid results
- Can be very labor intensive to look at all of the responses
- Cannot control geographic reach of poll
- Results can be easily skewed

## COMPUTER-BASED POLLING

Surveys conducted via computer network

- Appropriate for attitudinal research

- Provides instant analyses of results
- Can be used in multiple areas
- Novelty of technique improves rate of response

- High expense
- Detail of inquiry is limited

## COMMUNITY FACILITATORS

Use qualified individuals in local community organizations to conduct project outreach

- Define roles, responsibilities and limitations up front
- Select and train facilitators carefully

- Promotes community-based involvement
- Capitalizes on existing networks
- Enhances project credibility

- Can be difficult to control information flow
- Can build false expectations

## FOCUS GROUPS

Message testing forum with randomly selected members of target audience. Can also be used to obtain input on planning decisions

- Conduct at least two sessions for a given target
- Use a skilled focus group facilitator to conduct the session

- Provides opportunity to test key messages prior to implementing program
- Works best for select target audience

- Relatively expensive if conducted in focus group testing facility

## DELIBERATIVE POLLING

Measures informed opinion on an issue

- Do not expect or encourage participants to develop a shared view
- Hire a facilitator experienced in this technique

- Can tell decision-makers what the public would think if they had more time and information
- Exposure to different backgrounds, arguments, and views

- Resource intensive
- Often held in conjunction with television companies
- 2 - 3 day meeting

# Techniques to bring people together

TECHNIQUE	ALWAYS THINK IT THROUGH	WHAT CAN GO RIGHT	WHAT CAN GO WRONG
<b>SIMULATION GAMES</b>			
Exercises that simulate project decisions	<ul style="list-style-type: none"> <li>Test "game" before using</li> <li>Be clear about how results will be used</li> </ul>	<ul style="list-style-type: none"> <li>Can be designed to be an effective educational/training technique, especially for local officials</li> </ul>	<ul style="list-style-type: none"> <li>Requires substantial preparation and time for implementation</li> <li>Can be expensive</li> </ul>
<b>TOURS</b>			
Provide tours for key stakeholders, elected officials, advisory group members and the media	<ul style="list-style-type: none"> <li>Know how many participants can be accommodated and make plans for overflow</li> <li>Plan question/ answer session Consider providing refreshments</li> <li>Demonstrations work better than presentations</li> </ul>	<ul style="list-style-type: none"> <li>Opportunity to develop rapport with key stakeholders</li> <li>Reduces outrage by making choices more familiar</li> </ul>	<ul style="list-style-type: none"> <li>Number of participants is limited by logistics</li> <li>Potentially attractive to protestors</li> </ul>
<b>OPEN HOUSES</b>			
An open house to allow the public to tour at their own pace. The facility should be set up with several stations, each addressing a separate issue. Resource people guide participants through the exhibits.	<ul style="list-style-type: none"> <li>Someone should explain format at the door</li> <li>Have each participant fill out a comment sheet to document their participation</li> <li>Be prepared for a crowd all at once - develop a meeting contingency plan</li> <li>Encourage people to draw on maps to actively participate</li> <li>Set up stations so that several people (6-10) can view at once</li> </ul>	<ul style="list-style-type: none"> <li>Foster small group or one-on-one communications</li> <li>Ability to draw on other team members to answer difficult questions</li> <li>Less likely to receive media coverage</li> <li>Builds credibility</li> </ul>	<ul style="list-style-type: none"> <li>Difficult to document public input</li> <li>Agitators may stage themselves at each display</li> <li>Usually more staff intensive than a meeting</li> </ul>
<b>COMMUNITY FAIRS</b>			
Central event with multiple activities to provide project information and raise awareness	<ul style="list-style-type: none"> <li>All issues, large and small must be considered</li> <li>Make sure adequate resources and staff are available</li> </ul>	<ul style="list-style-type: none"> <li>Focuses public attention on one element</li> <li>Conducive to media coverage</li> <li>Allows for different levels of information sharing</li> </ul>	<ul style="list-style-type: none"> <li>Public must be motivated to attend</li> <li>Usually expensive to do it well</li> <li>Can damage image if not done well</li> </ul>
<b>COFFEE KLATCHES</b>			
Small meetings within neighborhood usually at a person's home	<ul style="list-style-type: none"> <li>Make sure staff is very polite and appreciative</li> </ul>	<ul style="list-style-type: none"> <li>Relaxed setting is conducive to effective dialogue</li> <li>Maximizes two-way communication</li> </ul>	<ul style="list-style-type: none"> <li>Can be costly and labor intensive</li> </ul>

## MEETINGS WITH EXISTING GROUPS

Small meetings with existing groups or in conjunction with another event

- Understand who the likely audience is to be
- Make opportunities for one-on-one meetings

- Opportunity to get on the agenda
- Provides opportunity for in-depth information exchange in non-threatening forum

- May be too selective and can leave out important groups

## COMPUTER-FACILITATED WORKSHOP

Any sized meeting when participants use interactive computer technology to register opinions

- Understand your audience, particularly the demographic categories
- Design the inquiries to provide useful results
- Use facilitator trained in the technique

- Immediate graphic results prompt focused discussion
- Areas of agreement/disagreement easily portrayed
- Minority views are honored
- Responses are private
- Levels the playing field

- Software limits design
- Potential for placing too much emphasis on numbers
- Technology failure

## PUBLIC HEARINGS

Formal meetings with scheduled presentations offered

- Avoid if possible

- Provides opportunity for public to speak without rebuttal

- Does not foster constructive dialogue
- Can perpetuate an us vs. them feeling

## DESIGN CHARRETTES

Intensive session where participants re-design project features

- Best used to foster creative ideas
- Be clear about how results will be used

- Promotes joint problem solving and creative thinking

- Participants may not be seen as representative by larger public

## CONSENSUS BUILDING TECHNIQUES

Techniques for building consensus on project decisions such as criteria and alternative selection. Often used with advisory committees. Techniques include Delphi, nominal group technique, public value assessment and many others.

- Use simplified methodology
- Allow adequate time to reach consensus
- Consider one of the computerized systems that are available
- Define levels of consensus, i.e. a group does not have to agree entirely upon a decision but rather agree enough so the discussion can move forward

- Encourages compromise among different interests
- Provides structured and trackable decision making

- Not appropriate for groups with no interest in compromise
- Clever parties can skew results
- Does not produce a statistically valid solution
- Consensus may not be reached

### ADVISORY COMMITTEES

A group of representative stakeholders assembled to provide public input to the planning process

- Define roles and responsibilities up front
- Be forthcoming with information
- Use a consistently credible process
- Interview potential committee members in person before selection
- Use third party facilitation

- Provides for detailed analyses for project issues
- Participants gain understanding of other perspectives, leading toward compromise

- General public may not embrace committee's recommendations
- Members may not achieve consensus
- Sponsor must accept need for give-and-take
- Time and labor intensive

### TASK FORCES

A group of experts or representative stakeholders formed to develop a specific product or policy recommendation

- Obtain strong leadership in advance
- Make sure membership has credibility with the public

- Findings of a task force of independent or diverse interests will have greater credibility
- Provides constructive opportunity for compromise

- Task force may not come to consensus or results may be too general to be meaningful
- Time and labor intensive

### PANELS

A group assembled to debate or provide input on specific issues

- Most appropriate to show different news to public
- Panelists must be credible with public

- Provides opportunity to dispel misinformation
- Can build credibility if all sides are represented
- May create wanted media attention

- May create unwanted media attention

### CITIZEN JURIES

Small group of ordinary citizens empanelled to learn about an issue, cross examine witnesses, make a recommendation. Always non-binding with no legal standing

- Requires skilled moderator
- Commissioning body must follow recommendations or explain why
- Be clear about how results will be used

- Great opportunity to develop deep understanding of an issue
- Public can identify with the "ordinary" citizens
- Pinpoint fatal flaws or gauge public reaction

- Resource intensive

### ROLE-PLAYING

Participants act out characters in pre-defined situation followed by evaluation of the interaction

- Choose roles carefully. Ensure that all interests are represented.
- People may need encouragement to play a role fully
- Allow people to take risk-free positions and view situation from other perspectives
- Participants gain clearer understanding of issues

- People may not be able to actually achieve goal of seeing another's perspective

### SAMOAN CIRCLE

Leaderless meeting that stimulates active participation

- Set room up with center table surrounded by concentric circles
- Need microphones
- Requires several people to record discussion
- Can be used with 10 to 500 people
- Works best with controversial issues

- Dialogue can stall or become monopolized

TECHNIQUE	ALWAYS THINK IN THE FUTURE	WHAT CAN GO RIGHT	WHAT CAN GO WRONG
<b>OPEN SPACE TECHNOLOGY</b>			
Participants offer topics and others participate according to interest	<ul style="list-style-type: none"> <li>Important to have a powerful theme or vision statement to generate topics</li> <li>Need flexible facilities to accommodate numerous groups of different sizes</li> <li>Groundrules and procedures must be carefully explained for success</li> </ul>	<ul style="list-style-type: none"> <li>Provides structure for giving people opportunity and responsibility to create valuable product or experience</li> <li>Includes immediate summary of discussion</li> </ul>	<ul style="list-style-type: none"> <li>Most important issues could get lost in the shuffle</li> <li>Can be difficult to get accurate reporting of results</li> </ul>
<b>WORKSHOPS</b>			
An informal public meeting that may include a presentations and exhibits but ends with interactive working groups	<ul style="list-style-type: none"> <li>Know how you plan to use public input before the workshop</li> <li>Conduct training in advance with small group facilitators. Each should receive a list of instructions, especially where procedures involve weighting/ ranking of factors or criteria</li> </ul>	<ul style="list-style-type: none"> <li>Excellent for discussions on criteria or analysis of alternatives               <ul style="list-style-type: none"> <li>Fosters small group or one-to-one communication</li> </ul> </li> <li>Ability to draw on other team members to answer difficult questions</li> <li>Builds credibility               <ul style="list-style-type: none"> <li>Maximizes feedback obtained from participants</li> </ul> </li> <li>Fosters public ownership in solving the problem</li> </ul>	<ul style="list-style-type: none"> <li>Hostile participants may resist what they perceive to be the "divide and conquer" strategy of breaking into small groups</li> <li>Several small-group facilitators are necessary</li> </ul>
<b>FUTURE SEARCH CONFERENCE</b>			
Focuses on the future of an organization, a network of people, or community	<ul style="list-style-type: none"> <li>Hire a facilitator experienced in this technique</li> </ul>	<ul style="list-style-type: none"> <li>Can involve hundreds of people simultaneously in major organizational change decisions</li> <li>Individuals are experts</li> <li>Can lead to substantial changes across entire organization</li> </ul>	<ul style="list-style-type: none"> <li>Logistically challenging</li> <li>May be difficult to gain complete commitment from all stakeholders</li> <li>2 — 3 day meeting</li> </ul>

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Creighton, James, Public Participation Manual, Prepared for the Edison Electric Institute, March 2001.

Federal Highway Administration, Public Involvement Techniques for Transportation Decision-Making, available at [www.fhwa.dot.gov/reports/pittd/](http://www.fhwa.dot.gov/reports/pittd/)

Gifford, Gayle, Meaningful Participation: An Activist's guide to collaborative policy-making, C Effect Publications, 1999.

International Association for Public Participation, IAP2's Foundations of Public Participation, Student Workbook, June 2002

Public Involvement Guidelines, ADOT, Environmental Planning Services, June 1992

## ***WEB SITES***

Meaningful Participation - [www.meaningfulparticipation.com](http://www.meaningfulparticipation.com)

Study Circles Resource Center - [www.studycircles.org](http://www.studycircles.org)

Institute for Community Involvement LLC - [www.communityinvolvement.net](http://www.communityinvolvement.net)

Worldwide Performance and Innovation - [www.wpi.org](http://www.wpi.org)

International Association for Public Participation – [www.iap2.org](http://www.iap2.org)

Global Environment Facility - [www.gefweb.org](http://www.gefweb.org)

US DOE – [www.sustainable.doe.gov](http://www.sustainable.doe.gov)

US Forest Service – [www.fs.fed.us/forum/pi](http://www.fs.fed.us/forum/pi)

## ***FOOTNOTES***

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<sup>i</sup> International Association for Public Participation, IAP2's Foundations of Public Participation, Student Workbook, page 49.

<sup>ii</sup> Federal Highway Administration, Public Involvement Techniques for Transportation Decision-Making, available at [www.fhwa.dot.gov/reports/pittd/](http://www.fhwa.dot.gov/reports/pittd/)

<sup>iii</sup> International Association for Public Participation, IAP2's Foundations of Public Participation, Student Workbook, Public Participation Techniques Evaluation Worksheet, page 95

# How to Organize a Public Meeting





## **HOW TO ORGANIZE A PUBLIC MEETING**

Public meetings are not the same as public hearings. Public meetings are generally informal meetings used by ADOT to assess public response on highway projects, often at an early stage. They help identify and clarify issues, and may provide useful input for project location and design decisions. Public meetings can reduce misunderstandings and conflicts that might arise later at a formal public hearing. Hearings have requirements specified by regulations. Meetings at which ADOT is an invited speaker or presenter, such as Neighborhood Association meetings or Kiwanis Club meetings do not fall under the public meeting category.

Listed below are the steps necessary to conduct a public meeting to satisfy the environmental requirements and policies for the ADOT development process. **Note: Examples of the documents listed in this section are contained in the appendices.**

**I. Define objectives** – Before the actual public meeting, determine the specific purpose and objectives. What information does ADOT want to collect from the public or communicate to the public?

### **II. Set a date and time**

#### **A. Directions/Suggestions:**

1. Designate a person to ensure everything is complete – this person may assign tasks to others. This may be the EEG NEPA planner or a consultant. If the consultant is designated, the NEPA planner is still responsible for oversight and final decision-making.
2. Check the availability of all project team members, especially anyone who will be speaking during the presentation.
3. Identify the public or local officials who either might be interested in participating or whose participation is necessary in order to achieve the objective and check their availability.
4. Avoid scheduling meetings on Mondays, Fridays, preceding or following a holiday or during key holiday periods such as Thanksgiving or Christmas. Also, take seasonal

visitors into consideration – i.e. consider if the majority of residents living in the affected area aren't there during the summer when scheduling the date of a public meeting. If many residents aren't available during the week, a weekend meeting may be appropriate. In areas where public transit is available, be aware of the schedule and consider it to the extent possible (see #8).

5. Let the community's schedule dictate your start, stop and presentation time. For example: a meeting in a retirement community may begin and end earlier in the day, but in other areas, meetings may begin after 5:30 p.m. to allow for traffic as well as work schedules. Two presentation times may be appropriate if there is a mix of work schedules and age groups in the population.
6. Schedule an event for no less than 1 ½ hours.
7. Consider travel and weather conditions, such as winter snowstorms.
8. Consider activities and meetings in the community that may conflict with the meeting such as city council or government meetings, PTO or other school meetings, church meetings/events, elections, sports, concerts, other hearings, etc.
9. Consider the composition of the neighborhood – do the majority of people have access to vehicles? Childcare? How many people work non-traditional hours? Are translators needed?
10. Hearings must be scheduled at least 15 days after the first day of the availability of the draft document (Draft Environmental Assessment or Draft Environmental Impact Statement). Note: A total public comment period of 30 days is required for the DEA and 45 days for the DEIS.

### **III. Identify a facility**

#### **A. Directions/Suggestions:**

1. Choose the facility based on the size, location, ADA accessibility parking and other characteristics of the community. You may need to schedule more than one meeting/hearing per project if the affected area is part of a large corridor project.
  - a) Location should be convenient. Many city, municipal or county buildings have facilities suitable for public meetings. Other alternatives are community fire stations, homeowners associations, or hotel/motel meeting rooms.
  - b) Examine the meeting site – investigate parking, seating, display areas (can display items be taped or pinned to the walls?), rest rooms, lighting, sound equipment, etc.

2. Obtain and complete the application/contract for the facility. Please note that if the facility has a “hold harmless or indemnity” clause, the facility will need to waive, delete, or revise that clause before Risk Management will accept the application.
  - a) Determine if a facility use fee applies and confirm the fee is within the project budget. Determine equipment provided by facility and any remaining equipment needs
    - 1) Depending on format: include tables, chairs, electrical power, podium, microphones (at least two), audio-visual equipment, screen, water, etc.
  - b) Confirm room set-up with facility manager
    - 1) Lighting, room temperature, contact person on day of event, restrooms, rules for cleaning and locking-up, etc.
      - a) Based on level of project controversy and expected number of attendees, evaluate security needs and arrange if needed
      - b) Arrange insurance with the facility (EEG NEPA planner responsibility). Verification of insurance – many organizations and school districts require ADOT to provide liability insurance for public meetings held on their property. The application form to be submitted to Risk Management to obtain certification is attached. Risk Management requires ten working days to process the insurance request application (See Appendix A, sample # 1)
3. Conducting the public meeting
  - a) Designate a moderator if there is a presentation.
  - b) Designate an individual to ensure the meeting is set up on time, conducted in a timely and professional manner and special circumstances are handled (i.e. coordinate staff attendees, disruptions, technical glitches).

#### **IV. Prepare advertisement**

##### **A. Things to include:**

1. Date (month, day, year), start and stop time of event with a.m. / p.m.
2. Identify specific presentation time near top of advertisement
3. Name and complete address of facility, including zip code
4. Map of facility and immediate surrounding area with north arrow

5. Brief scope and purpose of /need for project
6. Describe the format of the meeting/hearing (presentation, open house, combination format, etc.)
7. Comment due date (received by, NOT postmarked by)
8. Facility names, addresses and phone numbers for locations where Draft Environmental Assessment (DEA) is available for public review (hearing only)
9. Special accommodations wording (See Appendix A, sample # 5 for specific wording)
10. List project hotline, if applicable
11. List EEG Web site address, and a project Web site address if applicable
12. Names of the ADOT District Engineer, Project Manager and State Engineer
13. Project TRACS Number (ADOT tracking purposes)

## **V. Prepare memorandum**

- A. An internal memo announcing a public meeting is prepared and distributed, with a copy of the meeting advertisement attached, for ADOT personnel, FHWA (if the project is federally funded) and Department of Administration.
  1. These memos should be posted in the ADOT Administration Building, 206 S. 17th Ave, on the bulletin board (under glass) in the hall near the south entrance. They should also be provided to the EEG Web master as an electronic file for posting on the EEG Web site.

## **VI. Publish advertisement**

- A. Directions/Suggestions:

*Note:* For all newspapers, contact the paper for submittal deadlines, ad specifications, and cost. When contacting the newspaper(s), ask if ADOT has an account established and if so, speak with the ADOT account manager at the paper (s), (see 4a).

1. Directions/Suggestions:

- a) Based on the demographic make-up of the affected community, determine if notices need to be placed in publications that publish in different languages (See Appendix C for a list of newspapers in Arizona that print in different languages)

- b) Place advertisement in local community or regional newspaper(s) with widest distribution within and near the affected community. There are various sources that list local and statewide publications, along with contact information. One such reference is the Finder Binder, available at most public libraries or for purchase at [www.finderbinder.com](http://www.finderbinder.com). In addition, a guide to newspapers in Arizona is located in the EEG main office. For a quick list of daily newspapers and publications that reach out to specific nationalities, please see appendix B.
  - c) Place advertisement(s) within the affected communities'/towns'/city's zone of the paper.
- 2. Publish advertisements at least twice in all publications
  - a) By law, ads must begin running at least 15 days prior to the public hearing. The goal is to run the ad 15 days prior to any public meeting.
  - b) Publish the last advertisement between four and seven calendar days prior to the meeting (a weekend paper is preferable).
  - c) Have a hard copy of each advertisement at the meeting/hearing as proof that an advertisement was published.
- 3. Request tear sheet and affidavit from each publication (usually sent with invoice to EEG)
  - a) If the bill is to be paid by ADOT EEG, give the publication the EEG address and request tear sheets to be included with the invoice.
  - b) If the bill is to be paid by the consultant through the project budget monthly billing, they must provide a tear sheet and affidavit to EEG for project files.
- 4. If EEG is to be billed directly
  - a) ADOT has an account with most publications and can receive discounts that are not available to consultants.
  - b) If ADOT has no account, a payment arrangement should be made with EEG administrative staff.
- 5. If translation is needed, allow a minimum of two weeks for EEG to complete (a consultant may complete the translation as well). Include review time as part of this process.

**VII. Place an advertisement on the EEG Web site ([adotenvironmental.com](http://adotenvironmental.com))**

A. Must be in .PDF format

B. Allow time for the ad to be added to the Web site (provide to the EEG Webmaster concurrent with the submittal to the newspapers. Materials are posted on Fridays and must be received with adequate time for review and submittal for Friday posting.

**VIII. Select suitable notifications technique(s) for reaching the desired public with desired information** – consider using media announcements, radio ads, neighborhood newsletters, mailings, flyers, door hangers, posters, emails, newsletters, meetings with neighborhood associations, etc. For flyers, brochures, posters and other leave-behinds, ask libraries, community centers and schools to display these items as well. Please note, some neighborhoods or gated communities do not allow fliers and door hangers.

**IX. Distribute notice to project mailing list** – (i.e. people who have commented in the past and/or signed in at previous meetings, governmental representatives, special interest groups, homeowners associations, internal staff, etc.). A mailing list will need to be prepared for the first public scoping meeting.

**X. Prepare informational items for attendees – some of these preparations should occur simultaneously with placing ad, notifying attendees, etc.**

A. DO NOT include consultant logos on any public meeting materials

B. Presentation boards

1. Design consultant firms typically create boards with figures/plans
2. Environmental consultant might prepare the following as needed:
  - a) Explanation of the environmental process
  - b) Project purpose and need
3. Presentation speeches/PowerPoint
4. Agenda (can be used for handout or internal use)
5. List of staff in attendance and their area of responsibility
6. Frequently asked questions (can be used for handout or internal use)
7. Question cards (hearing only) if a large attendance is likely
8. Speaker sign-up list (hearing only)
9. Flip charts for staff to capture verbal comments from attendees

- a) **Important Note: ADOT representatives at a public hearing must write down comments/input they receive from the public during the open house portion of the hearing in order to ensure the open house format is legally defensible. It is EEG's position that this approach should be adhered to for all environmental public meetings for consistency.**

10. Hand-outs

- a) Language other than English if needed
  - b) Make ample copies
  - c) Include project name and date
  - d) Print on colored paper to distinguish from other handouts
11. Prepare nametags for staff, speakers and government officials in attendance. Community members in attendance can create nametags upon sign-in if you wish
12. For directional signs, the PA system, and additional flip charts with stands please see the EEG administrative staff

**XI. Arrange for a court reporter (hearing only)**

- 1. Check with EEG Administrative Staff for a list of procurement approved vendors.

**XII. Arrange for translator to be present at the meeting, if necessary**

**XIII. Arrange with ADOT to bring ADOT signs and PA system with two microphones, if necessary. Produce paper signs if needed.**

- 1. Meeting location should be well signed so the public is able to easily find the building and the room.
- 2. Allow lead-time to set up and test PA system.

**XV. Ensure there will be enough easels at the meeting.**

**XV. Prepare tracking materials – at a public meeting, sign-in sheets and comment forms should always be available. A tracking material is anything that shows people are receiving information and responding. For example, if there's a hotline in place, track how many calls are received. If there's a project Web site, track how many hits are received on the site.**

A. Sign-in sheets

- 1. Language other than English if needed
- 2. Make ample copies

3. Refer to Appendix A, for the correct public record wording

B. Comment forms (See Appendix)

1. May want to print on colored paper to distinguish from other handouts

**XVI. Hold team preparation meetings**

- A. Refer to the section entitled "The Public Meeting Format - What is the Right Format to Use" in the first chapter of this Guidance document.

In addition, please note that for a public hearing for a federally funded project, requirements in 23 CFR 771.111 (h)(v) are in force. These state, in part, that the public hearing procedures must provide for an explanation of the following information as appropriate: purpose, need, consistency with goals and objectives of any urban planning, alternatives, major design features, social, economic, environmental and other impacts, relocation assistance and R/W acquisition process, procedures for receiving both oral and written statements from the public.

One suggestion from FHWA for taking questions is that passing out note cards for people to write questions on tends to be a manageable way to take questions, and allows those who might not be comfortable speaking in front of a group of people/neighbors to ask a question or make a statement.

Again, ADOT representatives at a hearing should be taking notes during the open house portion of the hearing. This is extremely important if it is a strictly open house format. Proper note taking provides legal sufficiency as well as a record of the meeting, as the court reporter is not capturing the one on one conversations that occur during an open house or the open house portion of a hearing.

If it appears a strictly open house format is desired for a hearing or information meeting for a project utilizing federal funds, this should be discussed with FHWA prior to proceeding with hearing/meeting plans.

B. Discussions to include:

1. Who will attend
2. Review of handouts and display materials
3. Review of presentations, Presenters should have an outline for review and comment
4. Agreement regarding roles and responsibilities of ADOT and consultant staff
5. Discussion of possible questions and appropriate responses
6. Identify who will moderate the presentation



7. Determine room set up – direction of flow, where to enter, where boards are located, video tape locations, sign in table, comment boxes.

**XVII. Distribute the DEA/DEIS – hearing only**

A. Directions/Suggestions:

1. EEG Web site link to consultant Web site
2. Libraries
3. Visitor Centers
4. Chambers of Commerce
5. Town/City Hall
6. EEG Phoenix and ADOT District office, etc.

(Please Note: there is a 30 day required public comment period for the Final EIS).

**XVIII. To ensure everything was taken care of, go over full public involvement checklist in Appendix C.**

**XIX. Conduct post mortem meeting to discuss outcomes, lessons learned, review distribution of comments and who is responsible for addressing which type of comments (e.g., design, Right of Way, environmental, etc.).**

1. Prepare a meeting summary. Include who what when where of the meeting estimated attendance and general discussion of questions/concerns expressed.

**For copies of forms and additional samples, visit [www.adotenvironmental.com](http://www.adotenvironmental.com)**

# Appendix A

## Public Involvement Preparation Checklist



**ADOT**  
**APPENDIX A**  
**CHECKLIST**

**PUBLIC INVOLVEMENT PREPARATION**

Date Accomplished		By Whom:	
		ADOT	Consultant
<input type="text"/>	Hold a team preparation meeting <sub>1</sub>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	Define the issues to be presented	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	Determine appropriate time, location, date <sub>2</sub>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	Visit meeting location <sub>3</sub>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	Complete facility contract as required <sub>3</sub>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	Based on location visit, determine needs such as room set up, screen, PA system, chairs, etc	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	Obtain proof of insurance <sub>4</sub>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	Obtain facility contact name and number (to bring to meeting)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	Prepare mailing list	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	Prepare public notices (ads, media announcements, flyers, posters, etc) <sub>5</sub>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	EEG review and approval of public notices	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	Send out internal ADOT distribution memo <sub>6</sub>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	Submit notice to newspaper as necessary <sub>7</sub>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	Distribute DEA/DEIS (hearing only) <sub>8</sub>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	Prepare visuals/presentations (board displays, PowerPoint presentations) <sub>9</sub>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	Prepare agenda, handouts, nametags, etc <sub>9</sub>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	Arrange for court reporter (required for hearings) <sub>10</sub>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	Arrange for interpreter or special accommodations as necessary <sub>10</sub>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	After meeting, prepare meeting summary	<input type="checkbox"/>	<input type="checkbox"/>
<input type="text"/>	Respond to/distribute comments received as appropriate	<input type="checkbox"/>	<input type="checkbox"/>

**1-10 See tab with corresponding number for further information and/or examples**

# Appendix B

## Preparation

### Checklist Footnotes

1

# Team Preparation Meeting

## **Team Preparation Meetings**

- A. Refer to the section entitled "The Public Meeting Format - What is the Right Format to Use" in the first chapter of this Guidance document.

In addition, please note that for a public hearing for a federally funded project, requirements in 23 CFR 771.111 (h)(v) are in force. These state, in part, that the public hearing procedures must provide for an explanation of the following information as appropriate: purpose, need, consistency with goals and objectives of any urban planning, alternatives, major design features, social, economic, environmental and other impacts, relocation assistance and R/W acquisition process, procedures for receiving both oral and written statements from the public.

One suggestion from FHWA for taking questions is that passing out note cards for people to write questions on tends to be a manageable way to take questions, and allows those who might not be comfortable speaking in front of a group of people/neighbors to ask a question or make a statement.

Again, ADOT representatives at a hearing should be taking notes during the open house portion of the hearing. This is extremely important if it is a strictly open house format. Proper note taking provides legal sufficiency as well as a record of the meeting, as the court reporter is not capturing the one on one conversations that occur during an open house or the open house portion of a hearing.

If it appears a strictly open house format is desired for a hearing or information meeting for a project utilizing federal funds, this should be discussed with FHWA prior to proceeding with hearing/meeting plans.

- B. Discussions to include:

1. Who will attend
2. Review of handouts and display materials
3. Review of presentations. Presenters should have an outline for review and comment
4. Agreement regarding roles and responsibilities of ADOT and consultant staff
5. Discussion of possible questions and appropriate responses
6. Identify who will moderate the presentation
7. Determine room set up – direction of flow, where to enter, where boards are located, video tape locations, sign in table, comment boxes.

2

Set Meeting  
Date and Time

## Set Meeting Date and Time

### A. Directions/Suggestions:

1. Designate a person to ensure everything is complete – this person may assign tasks to others. This may be the EEG NEPA planner or a consultant. If the consultant is designated, the NEPA planner is still responsible for oversight and final decision-making.
- 2a. Check the availability of all project team members, especially anyone who will be speaking during the presentation.
- 2b. Identify the public or local officials who wither might be interested in participating or whose participation is necessary in order to achieve the objective and check their availability.
3. Avoid scheduling meetings on Mondays, Fridays, preceding or following a holiday or during key holiday periods such as Thanksgiving or Christmas. Also, take seasonal visitors into consideration – i.e. consider if the majority of residents living in the affected area aren't there during the summer when scheduling the date of a public meeting. If many residents aren't available during the week, a weekend meeting may be appropriate. In areas where public transit is available, be aware of the schedule and consider it to the extent possible (see #8).
4. Let the community's schedule dictate your start, stop and presentation time. For example: a meeting in a retirement community may begin and end earlier in the day, but in other areas, meetings may begin after 5:30 p.m. to allow for traffic as well as work schedules. Two presentation times may be appropriate if there is a mix of work schedules and age groups in the population.
5. Schedule an event for no less than 1 ½ hours.
6. Consider travel and weather conditions, such as winter snowstorms.
7. Consider activities and meetings in the community that may conflict with the meeting such as city council or government meetings, PTO or other school meetings, church meetings/events, elections, sports, concerts, other hearings, etc.
8. Consider the composition of the neighborhood – do the majority of people have access to vehicles? Childcare? How many people work non-traditional hours? Are translators needed?
9. Hearings must be scheduled at least 15 days after the first day of the availability of the draft document (Draft Environmental Assessment or Draft Environmental Impact Statement). Note: A total public comment period of 30 days is required for the DEA and 45 days for the DEIS.



3

# Meeting Location/Contract

## Identify a Facility

### Directions/Suggestions:

1. Choose the facility based on the size, location, ADA accessibility parking and other characteristics of the community. You may need to schedule more than one meeting/hearing per project if the affected area is part of a large corridor project.
  - a) Location should be convenient. Many city, municipal or county buildings have facilities suitable for public meetings. Other alternatives are community fire stations, homeowners associations, or hotel/motel meeting rooms.
  - b) Examine the meeting site – investigate parking, seating, display areas (can display items be taped or pinned to the walls?), rest rooms, lighting, sound equipment, etc.
2. Obtain and complete the application/contract for the facility. Please note that if the facility has a “hold harmless or indemnity” clause, the facility will need to waive, delete, or revise that clause before Risk Management will accept the application.
  - a) Determine if a facility use fee applies and confirm the fee is within the project budget. Determine equipment provided by facility and any remaining equipment needs
    - (1) Depending on format: include tables, chairs, electrical power, podium, microphones (at least two), audio-visual equipment, screen, water, etc.
  - b) Confirm room set-up with facility manager
    - (1) Lighting, room temperature, contact person on day of event, restrooms, rules for cleaning and locking-up, etc.
      - a) Based on level of project controversy and expected number of attendees, evaluate security needs and arrange if needed
      - b) Arrange insurance with the facility (EEG NEPA planner responsibility). Verification of insurance – many organizations and school districts require ADOT to provide liability insurance for public meetings held on their property. The application form to be submitted to Risk Management to obtain certification is attached. Risk Management requires ten working days to process the insurance request application.

4

# Insurance

Facility Use Agreement and Certificate of Insurance  
January 2005

Set the meeting date with consideration for the timeframe needed to process the facility use agreement and obtain the insurance certificate. Not all meeting facilities require this paperwork, such as many municipal facilities, Chapter Houses, and other governmental facilities, with the exception of schools. Most schools require a facility use agreement and certificate of insurance.

**Do not advertise the meeting or send out notices to a mailing list until the facility use agreement is signed and the agreement and the request for insurance form are on the way to DOA Risk Management.**

If a school is being considered as the meeting facility, allow time for holiday breaks, such as Christmas and spring break when the school may be closed, as well as summer vacation when school is out.

The Maricopa County Community Colleges and a few schools have an insurance agreement with ADOA and do not require the insurance certificate. They still require a signed facility use agreement.

If using a non-tribal leased facility on Tribal land (such as Scottsdale Community College), authorization will probably be required from the tribe as well as authorization from the leased facility. Ask the leased facility whom to contact to obtain the paperwork for tribal authorization.

A timeframe of 5 days is noted for the facility to return the signed facility use agreement. However, if the facility does not agree with the wording, there may be a longer timeframe.

1. If needed, fill out a facility room reservation form to reserve the room  
Note: Read the reservation agreement for indemnity/"hold harmless" wording before signing.  
Do not sign if the wording is present.
2. Obtain the complete blank facility usage agreement.
  - a. Do not sign the agreement
  - b. If agreement is faxed, ask if there are any conditions on the back of the original or if conditions are on a second page, and if they were faxed as well
  - c. Ask who is authorized to sign the agreement for the school.
  - d. Obtain the name, phone number, address, position title and organization of the authorized person
3. Send the unsigned complete facility use agreement, authorized signatory's name, phone number, address, etc. information to ADOT Risk Management as soon as the agreement and information are obtained (2 working days)

4. ADOT Risk Management will review the facility use agreement (3 working days)

4a. Unacceptable agreement language (indemnity/hold harmless)

If language is not appropriate, ADOT Risk Management will delete the language and provide an addendum with replacement language

ADOT Risk Management will send the agreement and addendum to the authorized signatory for his/her signature on the addendum and initials on the crossed out agreement language with a request for signature within 5 working days

Authorized signatory will return signed agreement (5 working days)

4b. Acceptable agreement language

If language is acceptable, ADOT Risk Management will return the unsigned agreement to EEG for signatures.

EEG will sign the agreement and send it to the authorized signatory for his/her signature with a request for signature within 5 working days (2 working days)

Authorized signatory will return signed agreement (5 working days)

EEG sends signed agreement to ADOT Risk Management (2 working days)

5. ADOT Risk Management sends facility use agreement and request for insurance certificate to ADOA Risk Management (3 working days)

Note: Advertisement may now begin. (15 calendar days)

6. ADOA Risk Management issues insurance certificate (10 working days)



STATE OF ARIZONA  
REQUEST FOR  
CERTIFICATE OF INSURANCE

REQUESTING STATE AGENCY/DEPARTMENT NAME: \_\_\_\_\_

STATE AGENCY DIVISION: \_\_\_\_\_

AGENCY ADDRESS: \_\_\_\_\_

AGENCY REPRESENTATIVE: \_\_\_\_\_ TELEPHONE # \_\_\_\_\_  
(TYPE OR PRINT)

Agency Representative receives a copy of certificate.

INDICATE THE COVERAGE(S) REQUESTED:

COVERAGE	EFFECTIVE DATE	EXPIRATION DATE	LIMITS OF COVERAGE
<input type="checkbox"/> COMMERCIAL GENERAL LIABILITY			\$
<input type="checkbox"/> COMMERCIAL AUTO LIABILITY			\$
<input type="checkbox"/> WORKERS' COMPENSATION			\$ STATUTORY
<input type="checkbox"/> PROFESSIONAL LIABILITY			\$ EACH CLAIM
<input type="checkbox"/> ALL RISK REAL PROPERTY: REPLACEMENT COST			\$
<input type="checkbox"/> ALL RISK PERSONAL PROPERTY: ACTUAL CASH VALUE			\$
<input type="checkbox"/> OTHER:			\$

DESCRIPTION OF EVENT/PROPERTY/CONTRACT: \_\_\_\_\_

LOCATION: \_\_\_\_\_

ISSUE TO:

CERTIFICATE HOLDER: \_\_\_\_\_

STREET ADDRESS: \_\_\_\_\_

CITY, STATE, ZIP CODE: \_\_\_\_\_

ATTENTION: \_\_\_\_\_

CERTIFICATE TO BE SENT DIRECTLY TO:

☐ Certificate Holder ☐ Agency Representative ☐ Other \_\_\_\_\_

RETURN REQUEST FORM 10 WORKING DAYS PRIOR  
TO EFFECTIVE DATE OF CERTIFICATE TO:

Department of Administration  
Risk Management Division  
1818 West Adams  
Phoenix, Arizona 85007  
(602) 542-5185

**This request complies with Special Instructions on reverse side**

\_\_\_\_\_  
Signature of Agency Representative

\_\_\_\_\_  
Date

Example: ADOT Risk Management will process



# Arizona Department of Transportation Transportation Services Group

206 South Seventeenth Avenue Phoenix, Arizona 85007-3213

Janet A. Napolitano  
Governor

Victor M. Mendez  
Director

ADOT Office of Risk Management  
ORG 1300 MD 030P 602.712 7327 Fax 602 712.6545  
1324 N. 22<sup>nd</sup> Ave., Phoenix 85009-3715

John A. Bogert  
Chief of Staff

TO:

RE:

---

## AGREEMENT ADDENDUM

The insurance language as stated as part of the School Districts Facility Use Agreement shall be deleted as shown on the agreement and replaced by the following accepted language:

Each party (as 'indemnitor') agrees to indemnify, defend, and hold harmless the other party (as 'indemnitee') from and against any and all claims, losses, liability, costs, or expenses (including reasonable attorney's fees)(hereinafter collectively referred to as 'claims') arising out of bodily injury of any person (including death) or property damage, but only to the extent that such claims which result in vicarious/derivative liability to the indemnitee, are caused by the act, omission, negligence, misconduct, or other fault of the indemnitor, its officers, officials, agents, employees, or volunteers.

\_\_\_\_\_  
Printed Name of Authorized  
Representative

\_\_\_\_\_  
Signed Name of Authorized  
Representative

\_\_\_\_\_  
Date

Example: ADOT Risk Management will provide



2001 Award Recipient



# Arizona Department of Transportation Transportation Services Group

206 South Seventeenth Avenue Phoenix, Arizona 85007-3213

Janet A. Napolitano  
Governor

Victor M. Mendez  
Director

ADOT Office of Risk Management  
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\_\_\_\_\_  
Printed Name of Authorized  
Representative (MCCCD)

\_\_\_\_\_  
Signed Name of Authorized  
Representative (MCCCD)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name of Authorized  
Representative (ADOT)

\_\_\_\_\_  
Signed Name of Authorized  
Representative (ADOT)

\_\_\_\_\_  
Date

Example: ADOT RTisk Management will provide



2001 Award Recipient



5

# Prepare Notices

### **Prepare Advertisement (See Sample)**

#### **A. Things to include:**

1. Date (month, day, year), start and stop time of event with a.m. / p.m.
2. Identify specific presentation time near top of advertisement
3. Name and complete address of facility, including zip code
4. Map of facility and immediate surrounding area with north arrow
5. Brief scope and purpose of /need for project
6. Describe the format of the meeting/hearing (presentation, open house, combination format, etc.)
7. Comment due date (received by, NOT postmarked by)
8. Facility names, addresses and phone numbers for locations where Draft Environmental Assessment (DEA) is available for public review (hearing only)
9. Special accommodations wording (See Appendix A, sample # 5 for specific wording)
10. List project hotline, if applicable
11. List EEG Web site address, and a project Web site address if applicable
12. Names of the ADOT District Engineer, Project Manager and State Engineer
13. Project TRACS Number (ADOT tracking purposes)

### **Prepare memorandum (See Sample)**

- #### **A. An internal memo announcing a public meeting is prepared and distributed, with a copy of the meeting advertisement attached, for ADOT personnel, FHWA (if the project is federally funded) and Department of Administration.**
1. These memos should be posted in the ADOT Administration Building, 206 S. 17th Ave, on the bulletin board (under glass) in the hall near the south entrance. They should also be provided to the EEG Web master as an electronic file for posting on the EEG Web site.

### **Publish advertisement**

#### **A. Directions/Suggestions:**

*Note:* For all newspapers, contact the paper for submittal deadlines, ad specifications, and cost. When contacting the newspaper (s), ask if ADOT has an account established and if so, speak with the ADOT account manager at the paper (s), (see 4a).

1. Directions/Suggestions:

- a) Based on the demographic make-up of the affected community, determine if notices need to be placed in publications that publish in different languages (See Appendix C for a list of newspapers in Arizona that print in different languages)
- b) Place advertisement in local community or regional newspaper(s) with widest distribution within and near the affected community. There are various sources that list local and statewide publications, along with contact information. One such reference is the Finder Binder, available at most public libraries or for purchase at [www.finderbinder.com](http://www.finderbinder.com). In addition, a guide to newspapers in Arizona is located in the EEG main office. For a quick list of daily newspapers and publications that reach out to specific nationalities, please see appendix B.
- c) Place advertisement(s) within the affected communities'/towns'/city's zone of the paper.

2. Publish advertisements at least twice in all publications

- a) By law, ads must begin running at least 15 days prior to the public hearing. The goal is to run the ad 15 days prior to any public meeting.
- b) Publish the last advertisement between four and seven calendar days prior to the meeting (a weekend paper is preferable)
- c) Have a hard copy of each advertisement at the meeting/hearing as proof that an advertisement was published

3. Request tear sheet and affidavit from each publication (usually sent with invoice to EEG)

- a) If the bill is to be paid by ADOT EEG, give the publication the EEG address and request tear sheets to be included with the invoice
- b) If the bill is to be paid by the consultant through the project budget monthly billing, they must provide a tear sheet and affidavit to EEG for project files

4. If EEG is to be billed directly

- a) ADOT has an account with most publications and can receive discounts that are not available to consultants
  - b) If ADOT has no account, a payment arrangement should be made with EEG administrative staff
5. If translation is needed, allow a minimum of two weeks for EEG to complete (a consultant may complete the translation as well). Include review time as part of this process

**Place an advertisement on the EEG Web site (adotenvironmental.com)**

A. Must be in .PDF format

B. Allow time for the ad to be added to the Web site (provide to the EEG Webmaster concurrent with the submittal to the newspaper(s)). Materials are posted on Fridays and must be received with adequate time for review and submittal for Friday posting.

**Select suitable notifications technique(s) for reaching the desired public with desired information** – consider using media announcements, radio ads, neighborhood newsletters, mailings, flyers, door hangers, posters, emails, newsletters, meetings with neighborhood associations, etc. For flyers, brochures, posters and other leave-behinds, ask libraries, community centers and schools to display these items as well. Please note, some neighborhoods or gated communities do not allow fliers and door hangers.

**Distribute notice to project mailing list** – (i.e. people who have commented in the past and/or signed in at previous meetings, governmental representatives, special interest groups, homeowners associations, internal staff, etc.). A mailing list will need to be prepared for the first public scoping meeting.



# STYLE SHEET FOR ADOT PUBLIC MEETING ADS

Ad Elements	Sample Text	Font Name	Size	Case	Leading	Horizontal Scaling
1. Main Heading	ARIZONA DEPARTMENT OF TRANSPORTATION	<b>Futura Bold</b> *Franklin Gothic Heavy	17pt	UPPERCASE	Opt	100%
2. Ad Title	OPEN HOUSE	<b>Futura Bold</b> *Franklin Gothic Heavy	36pt	UPPERCASE	Opt	80%
3. Meeting Title	Your Input is Needed on	<b>Futura Bold</b> *Franklin Gothic Heavy	17pt	Title Case	19pt	100%
4. Meeting Subhead	Improvements to US 93	<b>Futura Bold</b> *Franklin Gothic Heavy	14pt	Title Case	15pt	100%
5. Meeting Date	Thursday, May 30, 2002	<b>Futura Bold</b> *Franklin Gothic Heavy	10pt	Title Case	10.75pt	90%
6. Meeting Place	Mr. Tipton School 16500 Pierce Ferry Road Dolan Springs, AZ	<b>Futura Bold</b> *Franklin Gothic Heavy	10pt	Title Case	10.75pt	90%
7. Meeting Time	6 pm - 8 pm (MST)	<b>Futura Bold</b> *Franklin Gothic Heavy	8pt	Title Case	10.75pt	90%
8. Presentation Time	Presentation Time - 6 pm	<b>Futura Bold</b> *Franklin Gothic Heavy	10pt	Title Case	10.75pt	90%
9. Body Text	Text should not be smaller than 8pt.	Futura Light *Franklin Gothic Book	9.75pt	Sentence case	10.75pt	90%
10. Personnel Names	SAM ELIERS	Futura Medium *Franklin Gothic Medium	9pt	UPPERCASE	Opt	100%
11. Personnel Titles	ADOT Kingman District Engineer	Futura Medium *Franklin Gothic Medium	7pt	Title Case	Opt	100%
12. Contact Information	For Additional Meeting Information Contact	Futura Medium *Franklin Gothic Medium	10pt	Title Case	Opt	100%
13. ADOT Web Information	THIS NEWSPAPER NOTICE AND OTHER	Futura Medium *Franklin Gothic Medium	8pt	UPPERCASE	Opt	100%
14. TRACS Number	TRACS No. 093 MD 115347 011	Futura Condensed *Franklin Gothic Medium Condensed	6pt	Title Case	Opt	100%

**Notes:** Font — Post Script fonts are recommended. IBM™ compatible and Macintosh™ versions of the Futura font can be purchased if not included in your software. Leading — The space between each line of text. Horizontal Scaling — The scaling of character width (some software may not offer this feature).

\* If using Microsoft Publisher™, a PC font called Franklin Gothic may be used in place of Futura.

The following downloadable public meeting graphic ad elements can be placed in a number of different software programs such as Quark™, PageMaker™, Microsoft Publisher™, Photoshop™, or Illustrator™. The graphic ad elements will work on either a IBM™ compatible or Macintosh™ platform.

Saving the final document as an Adobe Acrobat™ .pdf formatted file will minimize possible font/image placement problems and unauthorized editing.

When providing the final ad to the ADOT Environmental Planning Group (EPG) for placement on their website, the file must be in .pdf format.

Samples of two public meeting ad templates in Quark™, PageMaker™, and Publisher™ are provided. These templates can be altered to accommodate various size and layout requirements.

**Important Note:** The templates and associated fonts may translate differently depending on what version of desktop publishing software you are using. Always check your final ad against the style sheet provided.

## GENERAL INFORMATION

- Frame: 2 pt. black outline.
- Heading Graphics: People\_Graphic.tif
- Text: All text is centered except for the body text, which is force justified.
- Map: Since maps may vary in size and shape, place maps vertically next to or above the body text.
- ADOT Logo: The ADOT logo is used as a left anchor base at the bottom of the body text.
- Other Logos: Additional team logos can be placed as the right anchor base (opposite the ADOT logo) at the bottom of the body text, or as left and right anchors to the contact information.

# REQUIRED PUBLIC MEETING AD TEXT

**1. Main Heading:** the main heading should not change  
Arizona Department of Transportation

**2. Ad Title:** may vary according to type of meeting

Open House  
Public Scoping Meetings  
Public Hearing  
Public Meeting  
Public Information Meeting

**3. Meeting Title:** purpose of meeting  
Your Input is Needed on

**4. Meeting Subhead:** project information/ADOT project name  
Improvements to US 93  
Hoover Dam—Recreation Area

**5. Meeting Date:** Use Associated Press (AP) style; spell out day of the week, use three-letter abbreviation for the month followed by a period (Nov.)  
Thursday, May, 30, 2002

**6. Meeting Place:** facility and address where meeting is being held;  
no zip included  
Mt. Tipton School  
16500 Pierce Ferry Road  
Dolan Springs, AZ

**7. Meeting Time:** AP style; include time zone information in parenthesis, if applicable  
6 pm — 8 pm (MST)

**8. Presentation Time:**  
Presentation Time—6 pm

**9. Body Text:** paragraph format, force justified. See sample for suggested text  
Invitation to meeting  
Meeting date  
Agencies involved  
Project information  
Explain who is invited and why  
Lead consultant

## (Body Text cont.)

For additional technical and project information or to submit comments in writing, please contact \_\_\_\_\_ (name of project contact), \_\_\_\_\_ (company/agency name), \_\_\_\_\_ (phone), \_\_\_\_\_ (fax).  
Written comments should be submitted by \_\_\_\_\_  
(date—usually two weeks after the actual meeting takes place).

Note: ADA language must be included in all public meeting/hearing ads

Americans with Disabilities Act (ADA): persons with a disability may request a reasonable accommodation such as a sign language interpreter, by contacting \_\_\_\_\_ (name of project contact), at \_\_\_\_\_ (phone). Requests should be made as early as possible to allow time to arrange the accommodation. This document is available in alternate formats by contacting \_\_\_\_\_ (name and phone number).

## 10. Personnel Names: ADOT project team names

Name of District Engineer - left lower corner  
Name of Project Manager/Monitor  
Name of State Engineer - right lower corner

## 11. Personnel Titles: coincides with Item 10

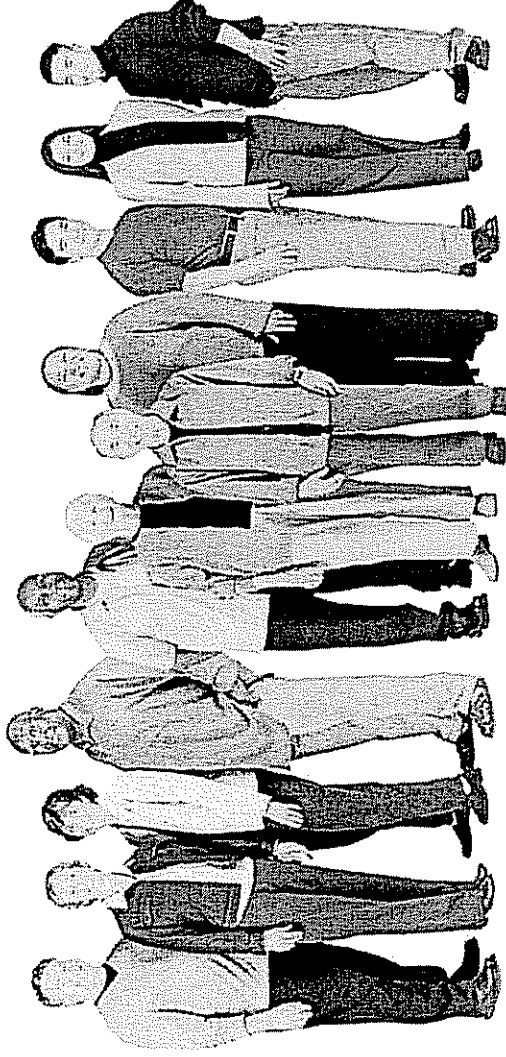
**12. Contact Information:** meeting information contact person (public involvement consultant) may be different than project/technical information contact person (project engineer from design consultant)

For Additional Meeting Information Contact: \_\_\_\_\_ (name of information contact person), \_\_\_\_\_ (company name), \_\_\_\_\_ (phone and fax), \_\_\_\_\_ (e-mail information).

**13. ADOT Web Information:** directs the reader to additional online information  
This newspaper notice and other project information are available at [www.adotenvironmental.com](http://www.adotenvironmental.com)

**14. TRACS Number:** Official ADOT TRACS number assigned to the project  
TRACS No: 093 MO H5347 O1L

# ADOT PUBLIC MEETING ADS GRAPHIC ELEMENTS



People Graphic



Arizona Department of Transportation  
Logo



## **ADA Language**

Persons may request special accommodations such as translation to sign language by contacting Michael Book, Logan Simpson Design Inc., 51 W. Third Street, Ste. 450, Tempe, AZ 85281 (phone: 480-967-1343 or fax: 480-966-9232). To arrange for accommodations, please make requests as early as possible. This notice is available in alternative formats by contacting Michael Book at the address/phone number referenced above.

# ARIZONA DEPARTMENT OF TRANSPORTATION AND FEDERAL HIGHWAY ADMINISTRATION

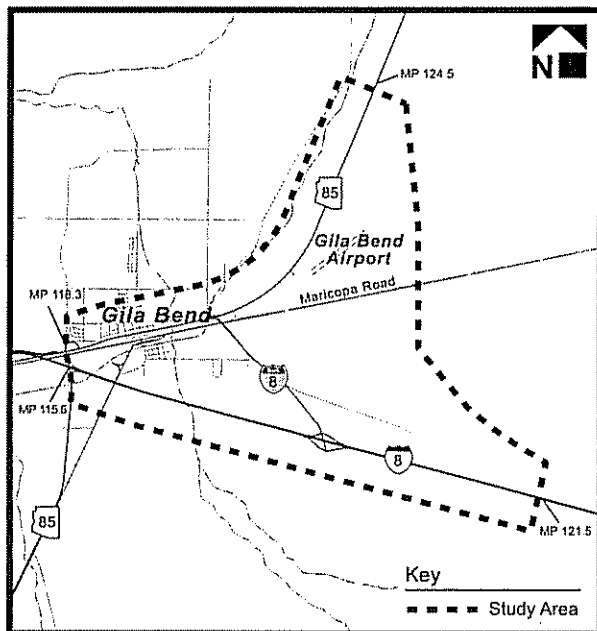
## PUBLIC INFORMATION MEETING

### Interstate 8/State Route 85 Design Concept Report and Environmental Assessment Phase 1 - Corridor Location Study

**Thursday, December 16, 2004**  
**Gila Bend High School Cafeteria**  
**308 N. Martin Avenue**  
**Gila Bend, Arizona**  
**6:00 pm–7:30 pm (MST)**  
**Presentation Time–6:15 pm**

The general public is invited to attend a public information meeting taking place on Thursday, December 16, 2004. The Arizona Department of Transportation (ADOT) and the Federal Highway Administration are studying corridor locations and preliminary interchange locations for the tie-in of State Route (SR) 85 with Interstate 8 (I-8) in Gila Bend, which will include local road connections. This is the first phase of a two-phased study. Preliminary alternatives are being developed for the reconstruction of the B-8/SR 85 traffic interchange and B-8 between I-8 and SR 85. A brief presentation of the preliminary alternatives will be made at the public meeting.

Representatives from ADOT's study team will be present to answer your questions and address your concerns on a one-on-one basis during the public meeting. Project information in the form of map displays will be available for viewing.



For additional technical and project information or to submit comments in writing, please contact Dave Bender, AMEC, 4435 East Homes Avenue, Arizona, 85206, (480) 830-3700 phone, (480) 830-3903 fax. Written comments should be submitted by December 30, 2004.

Americans with Disabilities Act (ADA): Persons with a disability may request a reasonable accommodation such as a sign language interpreter, by contacting Michael Book at (480) 967-1343. Requests should be made as early as possible to allow time to arrange the accommodation. This document is available in alternate formats by contacting Michael Book, (480) 967-1343.

**Dallas Hammit**  
ADOT Yuma District Engineer

**Clark Clatanoff**  
ADOT Project Manager

**Michael Ortega**  
ADOT State Engineer

For Additional Meeting Information Contact: Logan Simpson Design Inc.  
Michael Book (480) 967-1343/(480) 966-9232 – Fax, mbook@lsdaz.com

THIS NEWSPAPER NOTICE IS AVAILABLE AT [WWW.ADOTENVIRONMENTAL.COM](http://WWW.ADOTENVIRONMENTAL.COM)

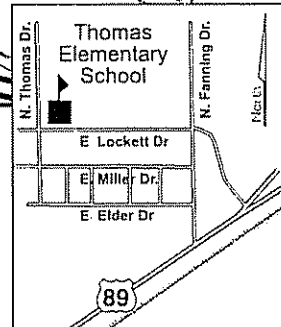
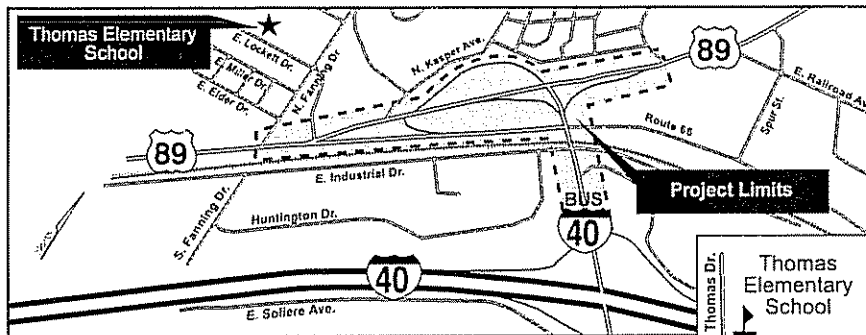


ARIZONA DEPARTMENT OF TRANSPORTATION and  
FEDERAL HIGHWAY ADMINISTRATION



Federal Highway  
Administration

# PUBLIC HEARING



Hearing Location

## East Flagstaff Traffic Interchange Project

Thursday, November 4, 2004

Thomas Elementary School

3330 E. Lockett Rd

Flagstaff, AZ

6:00 to 7:30 p.m.

Presentation at 6:15 p.m.

The Arizona Department of Transportation (ADOT) and the Federal Highway Administration (FHWA), in coordination with the City of Flagstaff, Flagstaff Metropolitan Planning Organization, and Coconino County, are evaluating proposed improvements to the East Flagstaff Traffic Interchange at US 89 and B-40/Country Club Drive from Fanning Drive to Cummings Street. This project also will improve a small segment of Route 66.

The purpose of the project is to relieve congestion on local roadways, enhance pedestrian and bicycle facilities, address drainage issues, and serve the growing needs of the area.

The purpose of this public hearing is to provide information on the preferred roadway improvements and to receive comments on the Draft Environmental Assessment (EA). A presentation of the project overview and preferred roadway improvements will begin at 6:15 p.m. The project team will be available to discuss the project and answer any questions. A court reporter will be available to record public comments.

Copies of the Draft EA are available for public review at the following locations in Flagstaff:

ADOT Flagstaff District Office  
1801 S. Milton Rd  
(928) 774-1491

Flagstaff City Hall  
211 W. Aspen Ave  
(928) 774-5281

East Flagstaff Community Library  
3000 N. 4th St., #5  
(928) 774-8434

County Administration Building  
219 E. Cherry Avenue  
(928) 774-5011

The Draft EA also is available online at [www.adotenvironmental.com](http://www.adotenvironmental.com). Comments will be accepted at the hearing, as well as by mail to Patricia McCabe at 51 W. Third St., Suite 450, Tempe, AZ 85281. Written comments must be postmarked no later than November 19, 2004. For additional technical and hearing information, contact Paul Waung, Project Manager, at (602) 337-2777.

Persons with a disability may request a reasonable accommodation such as a sign language interpreter by contacting Marsha Miller at (928) 600-3003 or e-mail at [marsha@kdacreative.com](mailto:marsha@kdacreative.com). Requests should be made as early as possible to allow time to arrange the accommodation. This document is available in alternative format by contacting Marsha Miller at (928) 600-3003. THIS NEWSPAPER NOTICE IS AVAILABLE AT [WWW.ADOTENVIRONMENTAL.COM](http://WWW.ADOTENVIRONMENTAL.COM)

JOHN HARPER  
ADOT FLAGSTAFF DISTRICT  
ENGINEER

BAHRAM DARIUSH  
ADOT PROJECT MANAGER

MICHAEL ORTEGA  
ADOT STATE ENGINEER

6

# Public Notice Distribution



# Arizona Department of Transportation

Environmental & Enhancement Group

## MEMORANDUM

**To:** **MICHAEL ORTEGA**, State Engineer  
**SAM MAROUFKHANI**, Deputy State Engineer  
**DOUG FORSTIE**, Deputy State Engineer  
**DAN LANCE**, Deputy State Engineer  
**DALLAS HAMMIT**, Kingman District Engineer  
**CHRIST DIMITROPLOS**, Statewide Project  
Mgmt  
**DALE BUSKIRK**, Transportation Planning  
Division  
**BILL HAYDEN**, Director's Support Group  
**SHANNON WILHELMSEN**, Communications and  
Community Partnerships  
**DOUG NINTZEL**, Communications and Community  
Partnerships  
**EVONNE ALDANA**, Communications and Community  
Partnerships  
**KEVIN BIESTY**, Communications and Community  
Partnerships  
**MATT BURDICK**, Communications and  
Community Partnerships  
**SALLY STEWART**, Communications and  
Community Partnerships  
**STEVE HANSEN**, Right-of-Way Group  
**RICHARD L. RICE**, Chief Counsel, Transportation

**Date:** November 8, 2004

**From:** **RICHARD M. DUARTE**  
Manager

**Subject:** State Route 85, Milepost 141.71  
to Milepost 147.74  
TRACS # 085 MA 141 H5955 06C  
Project No. STP-085-B(006)

The Arizona Department of Transportation will publish the attached notice to inform the general public about design changes to a project along State Route 85 between milepost 141.71 and milepost 147.74.

The attached notice will appear in the following newspapers: *The Arizona Republic* on Wednesday, November 10, 2004; *Southwest Valley News* on Wednesday, November 10, 2004; *Buckeye Valley News* on Thursday, November 11, 2004; and *Gila Bend Sun* on Thursday, November 11, 2004.

RMD:mdr:gm

c: Scott Omer, Yuma District  
Shirley Alexander, Arizona Department of Administration  
Bill Jeffers, Chairman, State Transportation Board  
Richard Hileman, Member, State Transportation Board  
Rusty Gant, Vice Chairman, Transportation  
Joe Lane, Member, State Transportation Board  
Phil Bleyl, Federal Highway Administration  
Steve Thomas, Federal Highway Administration  
Tim Oliver, Maricopa County Department of Transportation  
Molly Garrett, Maricopa County Parks & Recreation  
Teri Rami, Bureau of Land Management, Phoenix Field Office



# Arizona Department of Transportation

## Environmental & Enhancement Group

### MEMORANDUM

**To:** MICHAEL ORTEGA, State Engineer  
SAM MAROUFKHANI, Deputy State Engineer  
DOUG FORSTIE, Deputy State Engineer  
JOHN HARPER, Flagstaff District Engineer  
BAHRAM DARIUSH, Project Manager  
DALE BUSKIRK, Director TPD  
KEVIN BIESTY, Government Relations Manager  
EVONNE ALDANA, Communications and  
Community Partnerships  
DOUG NINTZEL, Communications and  
Community Partnerships  
STEVE HANSEN, Right-of-Way Group  
RICHARD L. RICE, Chief Counsel, Trans.

**Date:** October 20, 2004

**From:** RICHARD M. DUARTE  
Manager

**Subject:** East Flagstaff Traffic Interchange  
TRACS # 040 CN 201 H5106 01C

ADOT will conduct a Public Hearing for the East Flagstaff TI at US 89 and B40 at Country Club Drive, within the City of Flagstaff, Coconino County, Arizona. The meeting will be held on Thursday, November 4, at Thomas Elementary School, from 6:00 p.m. to 7:30 p.m. There will be a brief presentation at 6:15 p.m. The purpose of the Public Hearing is to provide information on the preferred roadway improvements and to receive comments on the Draft Environmental Assessment.

A copy of the meeting notice that will appear in local newspapers is attached.

RMD:jw

Attachment:

Public Information Meeting Notice

- c. Shirley Alexander, Department of Administration  
Tom Deitering, Federal Highway Administration  
Steve Thomas, Federal Highway Administration  
Bill Jeffers, Chairman State Transportation Board

7

Public Notice  
to  
Newspaper

# 2001 DIRECTORY OF ARIZONA NEWSPAPERS



**ARIZONA NEWSPAPERS  
ASSOCIATION**

1001 North Central Avenue, Suite 670  
Phoenix, Arizona 85004-1947

**\$25**



# 2001 Directory of Arizona Newspapers

The Arizona Newspapers Association (ANA) is a non-profit trade association representing more than 100 Arizona newspapers.

ANA was established in 1930 and incorporated in 1956. It is the successor to the Arizona Press Association of 1905, and the Arizona Daily Newspaper Association of 1922.

The Association is governed by an 11-member board of directors elected by the member newspapers. The purpose of the Association is to improve the quality of newspapers in Arizona through educational and training



endeavors while strongly supporting the First Amendment.

ANA is a voluntary Association which represents the state's newspapers as their official voice in the Arizona state legislature.

ANA consists of two corporations:

- 1) **Arizona Newspapers Association, Inc.**, the trade association;
- 2) **ANA Advertising Services, Inc.**, a regular, for-profit company whose services include a "One Order/One Bill" advertising placement service, the Arizona Classified Advertising Network (AzCAN) and 2by2 Display Advertising Network.

In 1997, the **Arizona Newspapers Foundation** was formed. It is a non-profit charitable corporation, which assumed educational activities formerly managed by the Association.

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*EEG*



# Appendix B - Arizona Daily Newspapers

Publication	Phone Number	Email	Address	City	State	Postal Code
Arizona Daily Star	5205734400	letters@azstarnet.com	PO Box 26807	Tucson	AZ	85726-6807
Arizona Daily Sun	9287744545	azdsnews@azdailysun.com	PO Box 1849	Flagstaff	AZ	86002-1849
The Arizona Republic	6024448000	newstips@arizonarepublic.com	PO Box 1950	Phoenix	AZ	85001-1950
Casa Grande Dispatch	5208367461	dispatch@theriver.com	PO Box 15002	Casa Grande	AZ	85230-5002
The Daily Courier	9284453333	editor@prescottaz.com	PO Box 312	Prescott	AZ	86302-0312
The Daily Dispatch	5203643424	douglasdispatch@earthlink.net	PO Box H	Douglas	AZ	85608-0079
Daily News-Sun	6239778351		PO Box 1779	Sun City	AZ	85372-1779
Kingman Daily Miner	9287536397	editorial@kingmandailyminer.com	3015 Stockton Hill Rd	Kingman	AZ	86401-4162
Mohave Valley Daily News	9287632505	mvdnews@ctaz.com	PO Box 21209	Bullhead City	AZ	86439-1209
Sierra Vista Herald/Bisbee Daily Review	5204589440	svhnews@cc212.com	102 Fab Ave	Sierra Vista	AZ	85635-1784
The Sun	9287833333	newsroom@yumasun.com	PO Box 271	Yuma	AZ	85366-0271
Today's News-Herald	9284534237	news@havasunews.com	2225 Acoma Blvd W	Lake Havasu City	AZ	86403-2995
Tribune Newspapers	4808986500	news@aztrib.com	PO Box 1547	Mesa	AZ	85211-1547
Tucson Citizen	5205734561	citizen@tucsoncitizen.com	PO Box 26767	Tucson	AZ	85726-6767



## Appendix B - Arizona Publications That Reach-out To Specific Nationalities

Publication	Phone Number	Email	Address	City	State	Postal Code	Nationalities
Asian American Times	602-685-1138	<a href="mailto:mannywong@cybertrails.com">mannywong@cybertrails.com</a>	668 N. 44th Street, Ste. 343	Phoenix	AZ	85008	Chinese
Baja El Sol	928-627-5025	<a href="mailto:mchavoya@bajaelisol.com">mchavoya@bajaelisol.com</a>	851 S. Main Street, Ste. 13	San Luis	AZ	85349	Spanish
Fort Apache Scout	928-338-4813	<a href="mailto:zenvks@yahoo.com">zenvks@yahoo.com</a>	PO Box 890	Whiteriver	AZ	85941	Apache Tribe
Hopi Tutuveni	928-734-3281	<a href="mailto:snicholas@hopi.nsn.us">snicholas@hopi.nsn.us</a>	PO Box 123	Kykotsmovi	AZ	86039	Hopi Tribe
La Voz	602-443-4300	<a href="mailto:lynewspaper@uswest.com">lynewspaper@uswest.com</a>	800 N. 1st Avenue	Phoenix	AZ	85003	Spanish
Navajo -Hopi Observer	928-226-9119	<a href="mailto:editorial@flagstaffaznews.com">editorial@flagstaffaznews.com</a>	417 W. Santa Fe Avenue	Flagstaff	AZ	86001	Navajo and Hopi Tribes
Navajo Times	928-871-6641	<a href="mailto:duanebeval@thenavajotimes.com">duanebeval@thenavajotimes.com</a>	PO Box 310	Window Rock	AZ	86515	Navajo Tribe
Prensa Hispana	602-266-2443	<a href="mailto:prestanews@qwest.net">prestanews@qwest.net</a>	809 E. Washington, Ste. 209	Phoenix	AZ	85034	Spanish
San Carlos Apache Moccasins	928-425-7121	<a href="mailto:beltnews@yahoo.com">beltnews@yahoo.com</a>	298 N. Pine	Globe	AZ	85501	Native American
The Catholic Sun	602-354-2130	<a href="mailto:info@catholicssun.org">info@catholicssun.org</a>	PO Box 13549	Phoenix	AZ	85002-3549	Bilingual/Spanish

Direction regarding Communications and Partnering Office (CCP) and our NEPA public involvement:

The CCP people will be attending team meetings and kickoff meetings. Their goal is to make all the ADOT public meetings more consistent. However, we have to meet the NEPA requirements and we still have a process and timeframe to follow.

The first time they attend a project development meeting, the EEG planner or the consultant needs to ask what involvement they would like in the NEPA public involvement process – what they would like to review, meetings (like the prep meeting for a public meeting) they would like to be invited to etc.

All ads are to go to Matt Budick for review. The EEG NEPA planner is to send the ad to Matt, not the consultant, and Matt's comments are to come back to the NEPA planner.

Timeframes are to be given to the CCP representative. If you have not heard from them, send a reminder close to the date comments are due.

If comments are not received within the timeframe given for review, we will go ahead with the Public Involvement process.

Remember to tell the team early on that we have to involve CCP and therefore must have adequate review times and adequate pre-meeting notice in the public involvement schedule. These one-day reviews will not be adequate.

# 8

## Distribution of DEA/DEIS

**Distribute the DEA/DEIS – hearing only**

Directions/Suggestions:

1. EEG Web site link to consultant Web site
2. Libraries
3. Visitor Centers
4. Chambers of Commerce
5. Town/City Hall
6. EEG Phoenix and ADOT District office, etc.

(Please note: there is a 30 day required public comment period for the Final EIS).

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# Meeting Materials

## **Prepare Informational Items for Attendees**

A. DO NOT include consultant logos on any public meeting materials

B. Presentation boards

1. Design consultant firms typically create boards with figures/plans
2. Environmental consultant might prepare the following as needed:
  - a) Explanation of the environmental process
  - b) Project purpose and need
3. Presentation speeches/PowerPoint
4. Agenda (can be used for handout or internal use)
5. List of staff in attendance and their area of responsibility
6. Frequently asked questions (can be used for handout or internal use)
7. Question cards (hearing only) if a large attendance is likely
8. Speaker sign-up list (hearing only)
9. Flip charts for staff to capture verbal comments from attendees
  - a) **Important Note: ADOT representatives at a public hearing must write down comments/input they receive from the public during the open house portion of the hearing in order to ensure the open house format is legally defensible. It is EEG's position that this approach should be adhered to for all environmental public meetings for consistency.**
10. Hand-outs
  - a) Language other than English if needed
  - b) Make ample copies
  - c) Include project name and date
  - d) Print on colored paper to distinguish from other handouts



11. Prepare nametags for staff, speakers and government officials in attendance. Community members in attendance can create nametags upon sign-in if you wish
12. For directional signs, the PA system, and additional flip charts with stands please see the EEG administrative staff

**Arrange with ADOT to bring ADOT signs and PA system with two microphones, if necessary. Produce paper signs if needed.**

1. Meeting location should be well signed so the public is able to easily find the building and the room.
2. Allow lead-time to set up and test PA system.

**Ensure there will be enough easels at the meeting.**

**Prepare tracking materials – at a public meeting, sign-in sheets and comment forms should always be available. A tracking material is anything that shows people are receiving information and responding. For example, if there's a hotline in place, track how many calls are received. If there's a project Web site, track how many hits are received on the site.**

**A. Sign-in sheets**

1. Language other than English if needed
2. Make ample copies

**B. Comment forms**

1. May want to print on colored paper to distinguish from other handouts

# NOTICE

THIS SIGN-IN SHEET IS PART  
OF THE PUBLIC RECORD OF  
THIS HIGHWAY PROJECT

IT IS SUBJECT TO RELEASE  
TO ANYONE REQUESTING A  
LIST OF PERSONS  
ATTENDING THIS MEETING

This list is intended for use by ADOT  
for mailing information concerning  
the (fill in project) corridor

## November 4, 2004



**(Please Print Clearly)**

Completion of this sign-in sheet is completely voluntary, and helps the project team keep an accurate record of meeting attendees. Under state law, any identifying information provided will become part of the public record, and as such, must be released to any individual upon request.

Organ Pipe - International Border and Cherioni Wash  
ONE QUESTION PER CARD PLEASE

Name and Phone No.

Address

Please write your question below, and give your card to any Project Team representative. ADOT and their consultants will read and answer questions immediately following their presentation.

(Continue on back side as needed)

Please note: If ADOT and their consultants are unable to answer your question tonight, an answer will be provided in the Final Environmental Assessment.

Organ Pipe - International Border and Cherioni Wash  
ONE QUESTION PER CARD PLEASE

Name and Phone No.

Address

Please write your question below, and give your card to any Project Team representative. ADOT and their consultants will read and answer questions immediately following their presentation.

(Continue on back side as needed)

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Address

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(Continue on back side as needed)

Please note: If ADOT and their consultants are unable to answer your question tonight, an answer will be provided in the Final Environmental Assessment.

**STATE ROUTE 85, ORGAN PIPE – INTERNATIONAL BORDER  
AND CHERIONI WASH  
PUBLIC HEARING**

**AGENDA**

<b>Approximate Time</b>	<b>Activity(s)</b>
<b>5:30 p.m. – 6:00 p.m.</b>	<u>Registration / Check-in:</u> Fill-out Question Card Fill-out Comment Sheet Speak With Court Reporter Sign-up on Speaker List to Give Oral Comments (Via Microphone)
<b>6:00 p.m. – 6:30 p.m. (estimated)</b>	Presentation by ADOT and Their Consultants
<b>6:30 p.m. (estimated)</b>	All Remaining Question Cards Collected
<b>6:30 p.m. (estimated)</b>	ADOT and Their Consultants Read and Answer Question Cards
<b>Following Responses to Question Cards</b>	Attendees Give Oral Comments (Via Microphone) According to Speaker List (5 minutes maximum per person)

**Need not be present to comment**

Persons wishing to comment on a particular project need not be in attendance at the official public meeting in order to provide input. For additional information on a project or to submit comments outside the public meeting, please contact the ADOT project manager on the specified project. Project managers and their contact information are listed on project advertisements, fliers or meeting notices. Written comments should be received no more than 15 days after the date of the public meeting.

**High Occupancy Vehicles Lanes Design Build Project, State Route 51 – Junction I-10 to Shea Boulevard**



## Public Information Meeting – Feb. 4, 2003

Edison Elementary School Cafeteria  
804 North 18<sup>th</sup> Street  
Phoenix, AZ 85006

We would appreciate your input by providing us written comments. You can leave your comments with us tonight or send them by **February 19, 2003** to:

205 S. 17<sup>th</sup> Avenue, Rm. 295E, Mail Drop 614E  
Phoenix, AZ 85007  
Phone: (602) 712-7643  
Fax: (602) 712-3253  
Email: [froehrich@dot.state.az.us](mailto:froehrich@dot.state.az.us)

if you would like to be on the project mailing list, please clearly print your name, address, and telephone number.

THANK YOU FOR YOUR TIME



**OVER**



This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

\_\_\_\_\_ Postcard in the mail      \_\_\_\_\_ Newspaper      \_\_\_\_\_ Friend/Neighbor      \_\_\_\_\_ Other

\_\_\_\_ Very Good      \_\_\_\_ Good      \_\_\_\_ Fair      \_\_\_\_ Poor      \_\_\_\_ Very Poor

           Yes            No

You may leave your comments with us tonight, mail them to Patricia McCabe at Logan Simpson Design, Inc., 51 W. Third St., Suite 450, Tempe, AZ 85281, fax them to (480) 966-9232, or email to [pmccabe@lsdaz.com](mailto:pmccabe@lsdaz.com) by **November 19, 2004**.



# East Flagstaff Traffic Interchange Improvement Project

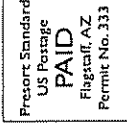
Public Meeting  
December 3, 2003

## We Want Your Input!

Christensen Elementary School  
4000 N. Cummings St.  
6:00 p.m. to 7:30 p.m.

For more information, contact Marsha Miller  
at 928-600-3003

Arizona Department  
of Transportation  
1801 S. Milton  
Flagstaff, AZ 86001



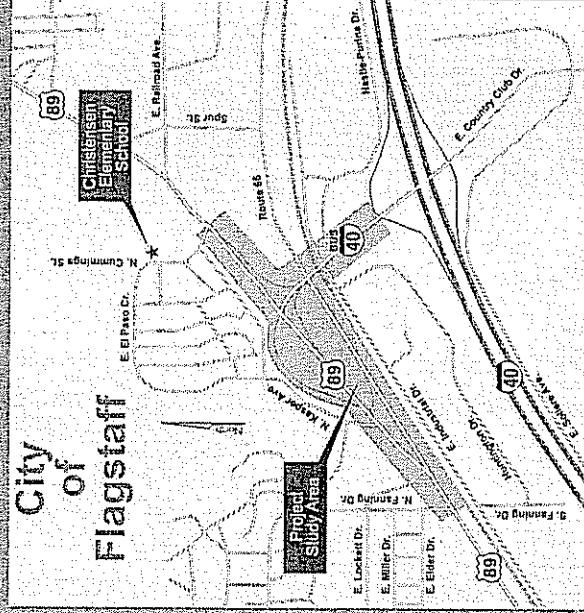
The Arizona Department of Transportation (ADOT) and the Federal Highway Administration in coordination with the City of Flagstaff, Flagstaff Metropolitan Planning Organization and Coconino County are evaluating proposed improvements to the East Flagstaff Traffic Interchange at US 89 and B-40/County Club Drive. The proposed improvements would improve traffic movement, provide multi-modal enhancements, address drainage issues, and serve the growing needs of the area.

ADOT will be seeking public input on the potential social, economic and environmental considerations and concerns associated with the alternative improvement strategies at a Public Scoping Meeting on **December 3, 2003 at Christensen Elementary School from 6:00 pm to 7:30 pm**. There will be a brief presentation at 6:15 pm with an Open House to follow until 7:30 pm.

Please visit the City of Flagstaff and ADOT's websites for more information:  
 Flagstaff's website: <http://www.flagstaffaz.gov/> (click on Projects link)

And ADOT's website: <http://www.adotenvi.com/> (click on Public Meetings and Hearings)

Or call Marsha Miller at 928-600-3003



## Alternatives Considered

The Single-Point Urban Alternative would construct a single-point urban TI with B-40 and a connector to Route 66 as the crossroad. US 89 would be elevated and grade separated over the new B-40/US 66 crossroad interchange. Some local streets and access would be reconfigured.

The Button Hook Alternative would construct an at-grade intersection between US 89, B-40 and Route 66. A new bridge would be constructed to allow B-40 to pass over US 89 and connect to the intersection. Some of the local streets and access would be reconfigured.

The Tee Intersection Alternative (Preferred) would construct a traditional signalized tee intersection with US 89 and B-40. B-40 would be widened to three lanes in each direction between US 89 and I-40 and a new bridge would be constructed over the BNSF railroad tracks. US 89 would be raised approximately 12 feet at the new intersection with B-40. US 89 would be widened to provide three lanes in each direction between Fanning Drive and Cummings Street. A new signalized intersection with US 66 and US 89 would be constructed.

New stormwater detention basins would be constructed adjacent to the new intersections to alleviate the local flooding of US 89. New sidewalks and the extension of the FUTS would provide connectivity for pedestrian traffic through this area. The Cummings Street intersection with US 89 would be improved and signalized to include a new entrance to the Flagstaff Mall.

## PROJECT TEAM

ADOT and consultant representatives are available tonight to discuss the proposed improvements and answer questions. Representatives from the Project Team are wearing name tags so you can easily recognize them. Representatives from ADOT are John Harper, Flagstaff District Engineer; Bahram Darush, Project Manager; Justin White, Environmental Planner; and Fred Garcia, Noise Specialist. Assisting ADOT with the engineering effort is Paul Wang, Project Manager from DMJM+HARRIS, and Diane Simpson-Colebank with Logan Simpson Design Inc. is responsible for the Draft EA. Tiffin Miller is from the City of Flagstaff.

## Your Input

The primary objective of the hearing tonight is to obtain your input on the findings of the Draft EA. Please take the time to put your comments in writing on the Comment Sheet, speak with one of the Project Team members here tonight, or provide your comments to the court reporter. You may leave your comments with us tonight or send them to us by November 19, 2004. Please submit your comments to:

Patricia McCabe  
Logan Simpson Design Inc.  
51 West Third Street, Suite 450  
Tempe, Arizona 85281  
Fax: (480) 966-9232  
pmccabe@lsdaz.com

Copies of the Draft EA are available at the ADOT Flagstaff District Office, as well as the Flagstaff City Hall, Coconino County Administrative Building, and the East Flagstaff Community Library.

## East Flagstaff Traffic Interchange

### Public Hearing

Thursday, November 4, 2004



## Welcome

Welcome to the public hearing for the proposed improvements to the East Flagstaff Traffic Interchange (TI). The primary purpose of tonight's hearing is to gather your comments on the Draft Environmental Assessment (EA). The Draft EA describes and quantifies the environmental impacts that may result from the construction of the proposed reconfiguration of the TI.

There will be a short presentation tonight summarizing the project's background and describing the Preferred Alternative and its potential environmental

consequences. After the presentation, we will have a brief question and answer session to respond to any general questions that you may have about the proposed improvements. After the question and answer session, project team members will be dispersed throughout the room to answer any specific questions you may have.

We appreciate your attendance tonight and most importantly value your input. A court reporter is here to record your comments so we can accurately document your input. The court reporter will record the presentation and question and answer session. Additionally, if you have statements or comments you would like to include in the project record, you may address these to the court reporter.

The following information is a summary of the Draft EA and describes the project purpose and need, background, Preferred Alternative, and potential environmental consequences. A list of the project team members is also provided for your information.

## Project Purpose & Need

Currently, B-40 and US 89 each carry large volumes of regional and local traffic. The majority of regional traffic uses I-40/B-40/US 89 to travel to and from northern Arizona and Utah. All streets and roadways in the project area are expected to experience growth in traffic volumes and congestion between now and 2025. The expected growth stems from the expansion of the Flagstaff Mall, the anticipated commercial growth with the development of an auto dealership complex east of the Mall, and because of the potential residential growth in the area.

The need to improve the East Flagstaff TI has developed from increased traffic volumes that have produced greater operational and capacity demands. These conditions are projected to continue and, therefore, exacerbate the current situation. The current roadway also has inadequate spacing between the traffic interchange ramps and access points. Projected travel congestion is expected to impede the flow of traffic on the roadway. Localized flooding of US 89 will continue, which would further reduce traffic flow if the local drainage problem is not alleviated. Additionally, extension of

the Flagstaff Urban Trail System (FUTS) into the project area and continuous sidewalks would provide improved access for pedestrians and bicyclists through the project area and to and from the Flagstaff Mall. The purpose of the proposed improvements is to reduce traffic congestion, alleviate back-ups, improve local drainage, and enhance pedestrian and nonmotorized transportation.

The need to improve the East Flagstaff TI has developed from increased traffic volumes that have produced greater operational and capacity demands. These conditions are projected to continue and, therefore, exacerbate the current situation. The current roadway also has inadequate spacing between the traffic interchange ramps and access points. Projected travel congestion is expected to impede the flow of traffic on the roadway. Localized flooding of US 89 will continue, which would further reduce traffic flow if the local drainage problem is not alleviated. Additionally, extension of

#### ENVIRONMENTAL CONSEQUENCES

The Draft EA was prepared to evaluate the social, economic, and environmental impacts of the Preferred Alternative.

- Title VI of the Civil Rights Act/Environmental Justice
- cultural resources
- air and noise impacts
- visual resources

The Draft EA considered the potential environmental issues associated with the proposed project, including the following:

- land use
- social and economic considerations

A detailed determination of potential impacts of each of these environmental issues is provided in the Draft EA. Those listed to the right is a summary of some of these issues presented in the Draft EA.

**Land Use.** The Preferred Alternative would convert some existing commercial land uses permanently into transportation-related facilities. The Preferred Alternative would require the total acquisition of five privately owned parcels of land. These parcels include five businesses (two of which are situated on one parcel) and a vacant lot. No residences would be displaced.

**Economic Considerations.** Short-term economic impacts associated with construction of the Preferred Alternative would include reduced business revenue at the Flagstaff Mall and at other existing businesses within the project area because of potential customer avoidance during construction. Customer avoidance may be caused by travelers' anticipation of delays as well as out-of-direction travel. Other short-term economic impacts would also occur with the relocation of five businesses south of Lynch Avenue. The businesses that would require relocation are the Flagstaff Medical Center Physical Therapy, the Walk-in Clinic, Lake's Bar and Grill, the Rainbow Car Wash, and National Car Sales. Access to remaining businesses would be maintained during construction.

Improvements associated with the Preferred Alternative would also require temporary construction easements (TCEs) or partial takes of land on approximately 21 parcels of land (representing 19 private property owners and the City of Flagstaff); these acquisitions would not require relocation or displacement of any businesses. Partial takes and TCEs required for the Preferred Alternative would not require closures of businesses.

The Preferred Alternative is anticipated to result in long-term beneficial economic impacts. It would also provide enhanced pedestrian/bicycle and vehicular access to the Flagstaff Mall area. The improved traffic operations and improved access (including a new main entrance to the Mall) would allow for planned expansion of businesses in and near the Flagstaff Mall.

**Social Considerations / Emergency Services.** Flagstaff Fire Station No. 3 is located along Railroad Avenue, just east of the project limits. Access to the fire station would be maintained throughout construction. Flagstaff Fire Station Nos. 2 and 4 would also provide assistance if needed because of their location nearby. The Preferred Alternative would have a long-term beneficial impact to emergency services by providing more efficient traffic operations.

**Social Considerations / Access and Traffic Patterns.** Access and traffic patterns would be temporarily and permanently impacted. Under the Preferred Alternative, Lynch Avenue would be permanently disconnected from US 89; travelers from the neighborhood north of the project area would need to gain access to US 89 from either Cummings Street (approximately 1,300 feet to the east) or Kasper Drive to Lockett Road (approximately 2,700 feet to the west). Route 66 would be permanently reconfigured to provide access to US 89 by way of a two-way road just west of the Flagstaff Eastgate Commercial Center and the adjacent Elrod Manufacturing building; a temporary traffic signal would be installed at the new Route 66/US 89 intersection during construction. This new alignment would be constructed one half at a time to maintain access to the commercial center and Elrod Manufacturing.

Temporary detours for US 89, B-40, and Route 66 would also be required during construction. US 89, Route 66, and B-40 detour roads would be built and demolished after construction of the new T1 roadway configuration; these areas would be incorporated into detention basins or returned to preconstruction conditions.

During removal of the B-40 bridge over US 89, the US 89 roadway would be temporarily closed to traffic. This closure is anticipated to occur during nighttime hours over one weekend. However, during the temporary closure of US 89, the contractor would allow emergency vehicles access through this construction area. During this short-term full closure of US 89, traffic could continue through the area by way of Lockett Road to Kasper Avenue to Lockett Road to Lynch Avenue to Cummings Street or the new Route 66 roadway to Spur Street to Railroad Avenue.

**Title VI of the Civil Rights Act/Environmental Justice.** Title VI of the Civil Rights Act of 1964, and related statutes (including state-level ADOT Environmental Justice Guidance), ensure that individuals are not excluded from participation in, denied benefits of, or subjected to discrimination under any program or activity receiving federal financial assistance on the grounds of race, color, religion, national origin, sex, age, or handicap. Executive Order 12898 directs that programs, policies, and activities not have a disproportionately high and adverse human health and effect on minority and low-income populations.

A review of census data identified the racial and ethnic makeup of the city of Flagstaff and Coconino County in 2000 was predominantly White, Hispanic, and Native American. The data also resulted in the identification of a high percentage of minority and disabled individuals.

The Preferred Alternative would not disproportionately impact racial minority, elderly, and/or low-income populations in the city of Flagstaff and Coconino County because the Preferred Alternative would not displace any residences, permanently disrupt community cohesion or neighborhood continuity, permanently impact access to any community facilities, or isolate, exclude, or separate minority or low-income individuals from the broader community. There is no indication that any minority-owned businesses would be disproportionately impacted. Overall, no segment of the minority or low-income population would be disproportionately affected by the proposed project because construction-related impacts would similarly affect all residents, business people, and visitors.

**Cultural Resources.** The cultural resources survey identified three historic sites in the project area; the historic alignments of US 89, the Archison, Topeka & Santa Fe Railroad, and Route 66. After consultation with the State Historic Preservation Officer, it was determined that no historic properties would be adversely affected by the proposed project. The Preferred Alternative would have no short- or long-term impacts on the three cultural resources sites.

**Noise.** The projected impacts of traffic noise from construction of the Preferred Alternative were analyzed to identify areas that may be considered for mitigation, in accordance with the ADOT Noise Abatement Policy, dated March 21, 2000, and in accordance with the provisions of 23 CFR § 772. Procedures for Abatement of Highway Traffic Noise and Construction Noise. FHWA's Noise Abatement Criteria (NAC) are delineated by land use categories and their associated acceptable exterior noise levels.

Future noise levels in the project area were evaluated for ten sensitive receivers located within 500 feet of the existing roadway centerline and represented residential land use. These sites were chosen because of their residential land use and/or proximity to the proposed improvements. The modeled noise levels along US 89 did not approach or exceed the NAC at any of the ten identified sensitive receiver sites for the existing (2003) traffic conditions and the 2025 traffic conditions. Based on the preliminary noise analysis, the Preferred Alternative would not increase noise levels for sensitive noise receivers in residential areas above ADOT's NAC.

The predicted noise levels for the Preferred Alternative average slightly higher than the predicted existing noise levels. The Preferred Alternative would produce long-term minor negative noise impacts in the project area. Short-term moderate negative impacts would be experienced during the construction of the Preferred Alternative, but would diminish once construction is completed.

**Visual Resources.** The Preferred Alternative would notably change the existing visual character of the setting because of the 45-foot-high retaining walls along the B-40 crossroad, the elevation of the US 89/B-40 interchange at approximately 16 feet above the existing ground, and the three detention basins along US 89. The new US 89/B-40 interchange and portions of US 89 would be a more prominent element in the existing urban setting and would be visible from the adjacent residential area.

As part of the proposed improvements, the City of Flagstaff, Coconino County, and ADOT have been working together as part of the Gateway Committee to evaluate and make recommendations on the aesthetic treatment of the new interchange and the FUTS. The landscape and aesthetic treatment plans would be reviewed and approved by the City of Flagstaff, Coconino County, and ADOT during design. Once the construction of the Preferred Alternative has been completed and the new plant material has matured, the overall scenic quality of the project area would be enhanced because the proposed improvements would create a more cohesive pattern in the landscape, complement the urban environment, and enhance the entrance to the community.



East Flagstaff Traffic Interchange  
Public Hearing  
November 4, 2004



Summary of Event Evaluation

1. The hearing was of interest/benefit to me

5	4	3	2	1
8	4	0	0	0

2. The location of the hearing was a good environment

5	4	3	2	1
7	5	0	0	0

3. The project staff were helpful and knowledgeable

5	4	3	2	1
3	8	0	1	0

4. The hearing was well-planned and organized

5	4	3	2	1
5	6	1	0	0

5. The hearing was valuable and useful to my understanding of the project and how it affects me

5	4	3	2	1
6	5	1	0	0

**202L/US 60 TRAFFIC INTERCHANGE  
MARCH 2001 NEIGHBORHOOD MEETING  
AGENDA**

**WELCOME**

- Introductions
- Address Changes
- Comments

**HOW WE GOT TO WHERE WE ARE NOW**

- What We've Heard So Far
- Citizen Advisory Team
- Future Milestones
- 202L/US 60 Video Update

**AIR QUALITY STUDIES**

- Introduction
- Early Results of Study

**NOISE STUDIES**

- Review of Community Concerns
- Texas Noise Video
- Monitoring Locations
- Early Results of Study
- Mitigation

**QUESTIONS AND RESPONSES**

Team Members: Steve Wilcox, Design, DMJM  
Eric Crowe, Design, DMJM  
Jack Allen, Environmental, HDR  
John Godec, Public Involvement, Godec Randall  
Bill Rawson, Public Involvement, Godec Randall  
Mary Viparina, Project Manager, ADOT  
Dee Bowling, Environmental, ADOT

ARIZONA DEPARTMENT OF TRANSPORTATION  
STATE ROUTE 88  
TONTO NATIONAL MONUMENT – RESORT ROAD  
Public Meeting  
October 25, 1999

Presentation Agenda

Welcome	Dee Bowling
Overview of SR 88 Corridor	Tom Conner
Overview of Project Segment	Tom Conner
Roosevelt Community or Spring Creek Store Area?	Tom Conner/Jim Morgan?

Design features (number of lanes, turn lanes, highway width)

Accesses – relocated/combined  
Hayhook Road  
Spring Creek Store

Pedestrian traffic

Speed limit

New right-of-way

Questions

Team Members

Tom Conner – Project Manager  
Jim Morgan - Designer

Dee Bowling – Environmental Planning  
John Beene - Globe District



## WELCOME

### ARIZONA DEPARTMENT OF TRANSPORTATION OPEN HOUSE PUBLIC MEETING July 30, 1998

#### US 89 Fernwood Road to Lenox Park Milepost 425.7 to 427.9

Studies conducted on US 89 from milepost 425.7 (the end of the five-lane section) to milepost 442.3 (a south entrance to Wupatki National Monument) indicated that, based on current highway evaluation criteria, a four-lane highway should be constructed. A public hearing presenting the preferred alternative was held, an Environmental Assessment was completed, and two separate Design Concept Reports were completed. Three construction projects were funded and scheduled. One project, Deadman Flat to Wupatki, (milepost 434.2 to 442.3) is under construction. Fernwood Road to Lenox Park is the second project to be designed for construction.

The purpose of this meeting is to present the design plans, to answer questions and to take comments.

Written comments may be made by:

Dropping the comment sheet in the comment box or handing your written comment to an ADOT representative

Mailing or faxing the comment sheet or a letter to the address or fax number on the attached comment sheet

E-mailing your comment to [vbever@dot.state.az.us](mailto:vbever@dot.state.az.us)

**Please mail, fax, or e-mail all written comments by August 17, 1998.**

#### PROJECT TEAM MEMBERS

##### ADOT

Vicki Bever Project Manager  
Kent Link Flagstaff Construction  
Mike Serio Right-of-Way  
Louie Snyder Right-of-Way  
Fred Garcia Noise Analysis  
Bob Gasser Cultural Resources  
Dee Bowling Environmental Assessment  
**PROJECT DESCRIPTION**

##### Kimley-Horn & Associates, Inc.

Ahmad Omais Designer  
Karl Obergh Designer

##### Desert Archaeology

Mark Elson Archaeologist

The existing two lane highway will be replaced with:

Five lane section - two travel lanes in each direction with a continuous left turn lane in the center.

Eight-foot shoulders

### **SCHEDULE**

60% design plans completed in June 1998

95% design plans scheduled for September 1998

Advertisement for contractor bids - October 1998

Construction estimated to begin - March 1999

Estimated construction duration - March 1999 through September 1999

### **PRECONSTRUCTION ACTIVITIES**

There will be people and equipment working along the highway prior to the beginning of construction. These activities include:

Geotechnical - soil sampling, borings

Cultural resources data recovery - excavation of archaeological sites

Various types of survey

Utility location

### **TRAFFIC CONTROL**

Two-way traffic will be maintained as much as possible.

One-lane travel with pilot cars may be necessary at times.

Driving surfaces during construction will not always be paved.

### **ACCESS**

Access to side streets and driveways will be maintained during construction

Property owners adjacent to US 89 should check the design plans and aerials available at this meeting for driveway placement and widths

People who use the side streets and are concerned about trailers/delivery trucks should check the design plans for widths

Those unable to attend the meeting can call Vicki Bever at 602-255-8161 or write her at :  
ADOT, 205 S. 17th Ave, MD 614E, Phoenix, AZ 85007

### **RIGHT-OF-WAY**

New right-of-way will be required along US 89

Adjacent property owners should check the design plans and, if affected, talk with the ADOT right-of-way representative at this meeting

Those unable to attend the meeting can call Mike Serio at 602-255-8781 or write him at:  
ADOT, 205 S 17th Ave, MD 612E, Phoenix, AZ 85007

### **CULTURAL RESOURCES**

A survey located several archaeological sites along the highway. Since the sites could not be avoided by construction, the sites have to be excavated for the information they contain. This work is done in coordination with the Coconino National Forest.

Excavation started May 5, 1998

Expected completion August 20, 1998

26 archaeological sites being excavated.

Public tour of two sites scheduled August 9, 1998, between 9:00 AM & 3:00 PM

Pick up a flyer at tonight's meeting if you are interested.

If you have questions, please call Bob Gasser at 602-255-8636 or write to him at ADOT, 205 S 17th Ave., MD 619E, Phoenix, AZ 85007

## **NOISE ANALYSIS**

Please see the ADOT noise analysis representative at tonight's meeting.

For those unable to attend the meeting, you may call 602-255-8635 or write to:

Fred Garcia, ADOT, 205 S 17th Ave, MD 619E Phoenix, AZ 85007

## **MAILBOXES**

At most mailbox locations along US 89, single family mailboxes will be combined into a Neighborhood Delivery and Collection Box Unit (NDCBU).

Mailbox locations and types are listed below:

### Morningside Lane

NDCBU to be installed within ADOT right-of-way on south side of Morningside Lane

### Last Chance Road

NDCBU to be installed within ADOT right-of-way on south side of Last Chance Road

### Robles Road

Existing NDCBU will remain

### Kevins Way

Existing NDCBU to be relocated within ADOT right-of-way to the south side of Kevins Way

Note: Residents have applied for roadside service. If approved, the NDCBU will not be required. If not approved prior to completion of design plans, installation of the NDCBU will remain on the design plans.

### Sunset Boulevard

Currently has roadside delivery

### Brandis Way

Install NDCBU within ADOT right-of-way on the north side of Brandis Way

Girls Ranch Road - This current road will be renamed and is shown as Western Star Road on the design plans. Girl's Ranch Road will be relocated.

Existing individual mailboxes at the current location of Girl's Ranch Road will be moved to the new location of Girl's Ranch Road

If you have questions about postal service requirements, please contact Bob Schlesinger from the Flagstaff Post Office at 527-2445.

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# Special Arrangements

## Special Accommodations/Arrangements

**Court Reporters:** The consultant firm that is responsible for the public meeting can make arrangements to hire a court reporter (required for a public hearing), and pay them directly.

If ADOT is hiring and/or paying directly for this service, then check with the EEG administrative staff to determine which businesses are included on Procurement's approved vendor list.

**Translators:** Consultants can provide a translator to attend the public meeting if necessary (and also provide translations of ads and any other public meeting information).

For tribal translators, EEG staff should contact the District, Tribal contacts, and/or BIA staff to arrange for a translator and any translations, as needed.

**Other accommodations:** Sign language interpreters, Braille, or other accommodations will be addressed on a case-by-case basis. The ADOT Civil Rights Office can be contacted to assist with these arrangements. Discuss with your EEG team leader or Section Manager.

In the past, at the request of sight-impaired stakeholders, recording devices were taken to tape meetings and other recorded information provided as requested. This can be arranged for internally by EEG staff or through the consultant firm that is responsible for the public involvement process.

# Appendix C

## Checklist of Items to bring to the Meeting



**APPENDIX C**  
**CHECK LIST**  
**ITEMS TO BRING TO THE MEETING**

	By Whom.	
	ADOT	Consultant
Sign-in sheet with specific language regarding public record	<input type="checkbox"/>	<input type="checkbox"/>
Easels/Flipcharts	<input type="checkbox"/>	<input type="checkbox"/>
Supplies box (paper, pens, tape, tacks, scissors, markers, rulers, etc )	<input type="checkbox"/>	<input type="checkbox"/>
Pre-printed name tags for team members	<input type="checkbox"/>	<input type="checkbox"/>
Blank name tags for unanticipated attendees	<input type="checkbox"/>	<input type="checkbox"/>
Copies of DEA/DEIS labeled "Do Not Remove" (hearing only)	<input type="checkbox"/>	<input type="checkbox"/>
Copies of handouts, including list of staff present and area of responsibility	<input type="checkbox"/>	<input type="checkbox"/>
Presentation boards	<input type="checkbox"/>	<input type="checkbox"/>
Copies of agenda	<input type="checkbox"/>	<input type="checkbox"/>
Comment cards and box	<input type="checkbox"/>	<input type="checkbox"/>
Question cards as appropriate	<input type="checkbox"/>	<input type="checkbox"/>
Hard copy of each advertisement	<input type="checkbox"/>	<input type="checkbox"/>
Presentations	<input type="checkbox"/>	<input type="checkbox"/>
Proof of insurance certificate	<input type="checkbox"/>	<input type="checkbox"/>
Speaker sign-up sheet (hearing only)	<input type="checkbox"/>	<input type="checkbox"/>
Signs (street directional and for inside facility)	<input type="checkbox"/>	<input type="checkbox"/>
PA system and extension cord (if needed)	<input type="checkbox"/>	<input type="checkbox"/>
Room rental payment (if needed)	<input type="checkbox"/>	<input type="checkbox"/>
Projector, laptop, TV, screen (if showing video, PowerPoint or slides, etc )	<input type="checkbox"/>	<input type="checkbox"/>
Facility contact name/phone number	<input type="checkbox"/>	<input type="checkbox"/>